



## United introduces unlimited domestic Mileage Plus Upgrades

In the second quarter of 2010, an upgrade request will automatically be placed when elites purchase any published domestic fare for travel on United or United Express. This is the first of many enhancements planned to provide greater value for our Mileage Plus elite members' loyalty. The automated process means less administration for you and your travelers. One companion on the reservation also will be upgraded automatically. Further information can be found on [www.united.com/udug](http://www.united.com/udug). In addition, existing Sales Domestic Upgrades will continue to be valid for use through the date of expiry, or through February 2011, whichever comes first. Beginning in the second quarter of 2010, United will not be issuing any new Sales Domestic Upgrades and will work with customers as we phase out the Sales Domestic upgrades over the coming year. Information on Sales Upgrades can be found at [www.united.com/salesupgrades](http://www.united.com/salesupgrades).

## Premier Baggage Debuts

As part of our Travel Options by United expansion, in October we launched Premier Baggage, a subscription service that enables customers to check two standard bags at no additional cost every time they fly on a United or United Express operated flight for a full year. Premier Baggage, which may be purchased at [www.united.com/traveloptions](http://www.united.com/traveloptions), covers the standard checked baggage charge for the subscriber and up to eight companions traveling under the same confirmation number. As always, Mileage Plus Premier members are exempt from first and second bag fees on standard bags. These products are aimed at providing our customers with more opportunities to customize their travel experience.

## Internet Connectivity on p.s. Flights

This month saw the launch of Gogo Inflight Internet on p.s. flights linking JFK with our Los Angeles and San Francisco hubs. The Gogo system enables customers to read and send e-mails and instant messages, access the Web, use VPN, and enjoy their favorite mobile applications while cruising inflight. We expect Gogo to be fully deployed on the thirteen B757 aircraft flying our p.s. flights by early November. Deploying the Gogo WiFi product is consistent with our commitment to providing customers with services they want and are willing to pay for. Our experience with WiFi on p.s. flights will help us better understand customers' expectations and how much they actually value inflight WiFi service. To learn more about this new service, including price and promotions during the months of October and November, please visit [www.gogoinflight.com](http://www.gogoinflight.com).

## H1N1 Operational Readiness

For the last couple of months, United has been preparing the airline for the winter flu season in the Northern Hemisphere and the return of the H1N1 virus by taking pro-active measures to help prevent the spread of the virus.

- Cabin Service is now provisioning 100% cleaned, shrink-wrapped blankets and re-cased pillows on 3-cabin wide body aircraft, p.s. flights, overnight transcon flights after 9pm and flights to and from Hawaii. United Economy pillows and blankets have been removed from all other domestic flights, including Canada, Mexico and the Caribbean.
- Enhanced cleaning procedures also have been implemented. On turn cleans, we use an approved liquid sanitizer on hard surfaces with a focus on places customers touch. On overnight cleans, a heavy-duty liquid cleaner is used followed by an approved liquid sanitizer.

Our aircraft air re-circulation systems are equipped with hospital-grade high efficiency (HEPA) filters that remove at least 99.97 % of all particles and cleanse the air of contaminants and pathogens. We will continue our focus on prevention and precautionary measures to fight this virus.

### Best On-Time Arrival in Five Years

September was a record-setting month for United and flights arriving within :14 of scheduled arrival time (A :14). In a month that saw the highest load factor ever recorded in September at 82.1%, our A: 14 performance of 87.7% was the highest recorded since 2004.