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CO Restricts Continental Connection and Express Flights to QUICKPAK / PetSafe Only

Dear Valued Cargo Customer:

As you may be aware, Continental and United Airlines merged on October 1, creating the world's leading global airline, and most comprehensive passenger and cargo network. Coworkers from both airlines have been working tenaciously in the first phase of merger integration: co-locating cargo facilities, harmonizing cargo products and policies. We wanted to inform you about a new policy which will simplify and standardize carriage of air freight products on United and Continental regional affiliate flights.

Effective January 1, 2011, Continental Airlines will no longer accept freight shipments when the movement involves any routing on a Continental Express or Continental Connection flight regardless of aircraft operator. (See operators and flight ranges at bottom.) With this change, Continental Airlines will no longer move Domestic 2nd Day 8A.M. (general cargo), Domestic Confirmed Must Ride (CMR), International General cargo or International Confirmed Must Ride (CMR) cargo on any Continental Express or Continental Connection flight.

Effective with this change, only the following products may be routed on flights not operated by Continental Airlines mainline flights:

- QUICKPAK – including:
 - Pieces up to 100 lbs each (non-live animals)
 - PetSafe shipments up to the kennel size as limited by the applicable aircraft operator and weighing up to 225 lbs maximum. The CO PetSafe Desk can assist with your arrangements or any questions (1-800-575-3335 or +1-832-235-1541)
 - **Animals cannot be carried on flights operated by ExpressJet**
- Dangerous Goods as permitted by the operating carrier

Note: This policy does not apply to Continental Connection flights operated to and from the GUM hub. Freight products may still be carried on these flights.

Please feel free to contact our Cargo Customer Service Center with any questions: toll free U.S./Canada at 800-421-2456; or +1 832-235-1539 from international calling areas. The new policy will be effective in harmonizing the handling of cargo products on regional affiliate flights. We are committed to regular communication about our progress during the merger integration. We appreciate your business and the opportunity to serve you now and in the future.

Sincerely,



Manager Cargo Marketing

Continental Express and Connection Flight Numbers:

(XE) EXPRESSJET (Flight numbers 2000 – 3159 and 4900 - 4949)

(9L) COLGAN AIR* (Flight numbers 3200 – 3499 and 9491 - 9595)

(RP) CHAUTAUQUA (Flight numbers 5800 - 5999)

(C5) COMMUTAIR (Flight numbers 8635 - 8835)

(3M) GULFSTREAM (Flight numbers 9120 - 9310)