



Tony Randgaard
Continental Airlines Cargo
P. O. Box 4607
Houston, TX 77210

December 8, 2010

Dear Valued Cargo Customer:

Effective January 1, 2011, electronic transmission of master air waybill (MAWB) and house air waybill (HAWB) data is required prior to the arrival of any cargo transported by air into the European Union. To ensure compliance with these requirements, Continental Airlines Cargo has contracted with a global leader in cargo technology solutions to transmit this data according to the specifications mandated by the different EU Member States.

- Customers should transmit FHL (and FWB) messages to CO prior to tendering the shipment at our cargo facility. A paper consolidation manifest must also be included in the shipment's document pouch. (Feel free to contact Maria Cruz in our Houston office for assistance with transmitting FHLs: maria.cruz@coair.com)
- Non-EDI capable customers can comply by:
 - Using the services of a Value Added Network (VAN) such as Traxon, Descartes or SITA, to provide FHLs and FWBs.
 - Provide a consolidation manifest, which provides the following information:
 - HAWB number
 - HAWB origin city
 - HAWB destination city
 - HAWB pieces
 - HAWB weight
 - HAWB shipper
 - HAWB consignee
 - HAWB commodity

Continental Airlines Cargo will not charge for the manual entry of house air waybill information, by our stations, until further notice. We are not supporting direct transmission of FHL, FWB data to the EU, at this time.

We look forward to working together to efficiently implement the new EU customs regulations. 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. We appreciate your support and continued strong business relationship.

A handwritten signature in black ink that reads "Tony Randgaard".

Manager Cargo Marketing