



Edward O'Meara
Managing Director Revenue Management
Continental Airlines Cargo
P. O. Box 4607
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May 20, 2010

CO Cargo To Withdraw From GF-X Booking Portal June 30, 2010

Dear Valued Continental Airlines Cargo Customers:

Following a recent business review, Continental Airlines Cargo is announcing that it will no longer maintain the infrastructure and programming to support the Descartes GF-X booking portal (Descartes GF-X Exchange). We wanted to inform you that our withdrawal from GF-X will be effective June 30, 2010. (We will honor and process any GF-X bookings submitted through that date.)

Please be assured that this was a difficult business decision. Internal technical support resources and hardware upgrade issues led to our decision, which permits us to focus on other strategic cargo projects.

One of our strengths is premier customer service. We have always valued our personal relationship with you and believe that class of service is what sets us apart. Hence we will continue to offer other convenient choices for automated booking and tracking channels.

CO Cargo recognizes that this change may be inconvenient for some GF-X users and we have outlined contingent booking options below. Further, we will be active in contacting our customers directly to explain this situation, and provide any training or resources needed to ease the transition.

CO Cargo Booking and Shipment Management Options

- Telephone: 24 by 7 Cargo Customer Service Center: 1-800-421-2456 or +1-832-235-1539 from international calling areas.
- Regional Country Sales Offices (telephone)
- Cocargo www.cocargo.com
- CPS www.cargoportalservices.com

We apologize for any inconvenience caused by this decision. We are as committed as ever to our strong business relationships worldwide and will continue to support them with quality face-to-face, telephonic and online communication. Please feel free to contact your Continental cargo sales manager or our Cargo Service Center with any questions about your booking options. Thank you for your support.

Sincerely,

A handwritten signature in black ink that reads "Edward R. O'Meara".

Edward O'Meara
Managing Director Revenue Management