



Tony Randgaard
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December 30, 2009

Dear Continental Airlines Cargo Customers:

Notice of Changes to Air Waybill Conditions of Contract

The Montreal Convention of 1999 (MC99) requires that carrier's liability limits be reviewed periodically and adjusted for inflation if necessary. Following this review, IATA has adopted an amendment, effective December 30, 2009, to the existing air waybill Conditions of Contract (IATA Resolution 600b).

Effective **December 30, 2009**, carrier's limit of liability for loss, damage or delayed cargo subject to MC99 is increased from 17 Special Drawing Rights (SDR) per kilogram to **19 SDR per kilogram**.

There is no change to carrier's liability for cargo subject to the Warsaw Convention amended by Montreal Protocol 4 (17 SDR per kilogram) nor to carrier's liability for cargo subject to the Warsaw Convention (unamended) by Montreal Protocol 4 (250 French gold francs per kilogram).

Special note! Continental Airlines will continue to accept the current version of Continental Airlines or customer-generated air waybills, printed with the unamended Resolution 600b until stocks are depleted. Notwithstanding the reference to carrier's liability limit of 17 SDR per kilogram on the back of these air waybills, the increased carrier's liability limit specified above will apply to the carriage of cargo subject to MC99 on and after December 30, 2009. Carrier's liability limits for cargo subject to the amended or unamended Warsaw Convention will be as specified in the preceding paragraph.

We ask customers to exhaust your supply of unamended Continental Airlines air waybill stock and ensure your customer-generated stock is updated, as soon as possible. Customers should anticipate a future date, when the unamended air waybills will no longer be accepted.

Please inform your staff managing documents, about this new policy. 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 look forward to a prosperous New Year.

Sincerely,

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