



Tony Randgaard  
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February 2, 2010

Dear Continental Airlines Cargo Customers:

In order to account for the increasing cost of import administration, Continental Airlines Cargo is increasing its import service fees at U.S. and Puerto Rican cargo facilities.

**Increased U.S. Import Service Fees Effective March 1, 2010:**

- **Carrier Import Service Charge** – see Rule 90.B.(1) in the Continental Airlines International Rules Tariff
  - Carrier will charge USD 35.00 per Carrier's air waybill for providing assistance and/or facilities for Customs examination and presenting documentation to Customs for clearance. In the event, the Carrier's air waybill includes more than one house air waybill, the charge will be assessed upon each consignee's house air waybill.
    - **Exception:** When the entire shipment is being released in one lot to a consignee or his agent in order to accommodate an in-bond warehouse transfer, CO will assess a single charge of USD 35.00. This fee does not apply to QUICKPAK shipments.

In locations where Continental Airlines offers vouchers for the payment of this fee, Continental Airlines will honor outstanding \$25.00 vouchers as payment for each applicable Import Service Charge, until March 31, 2010. For shipments picked up on and after April 1, customers will be allowed to redeem unused \$25 vouchers with an additional payment of \$10.00, to satisfy the new fee level.

Please inform your staff handling U.S. imports and terminal charges, about this new policy. We continue to provide quality import service delivered by experienced, well-trained Continental cargo agents. Further, we believe that you will find these charges to be competitive in the marketplace.

Please feel free to contact our Cargo Customer Service Center with any questions: toll free U.S./Canada at 800-421-2456. We appreciate your support and look forward to a continued strong business relationship in 2010.

Sincerely,

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