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August 14, 2012

Laura R. Glading, President Association of Professional Flight Attendants 1004 W. Euless Blvd. Euless, TX 76040-5018

Re: Voluntary Early Out Program

Dear Laura:

This letter is intended to clarify the provisions related to the Voluntary Early Out Program in Section I and Attachment A of the Last, Best and Final Offer dated July 19, 2012. This is to confirm the Company will not limit the number of Early Out acceptances for eligible participants.

Sincerely,

Taylor M. Vaughn Managing Director

Employee Relations

cc: Cathy Scheu Vince Heyer Anne Loew Marcus Gluth