

E-Mail Received March 6, 2002

Redacted to remove personal identification and comments

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> On February 28, last Thursday, Delta came out with systemwide, deeply discounted

> "zone" fares for the 48 states that can ONLY be purchased via the Deltamatic

> Reservations System. This goes beyond a "web only" discount, as these tickets

> can be called into Delta reservations directly, purchased at a Delta airport

> counter, www.delta.com, and, oddly enough on Orbitz. No fuel surcharges apply

> either.

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> Example of fare differences:

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> CAE-LGA April 6-9 on Delta's nonstops: lowest fare including all taxes available

> from a travel agent with no service fees: \$336.00 Same flights booked on

> www.delta.com \$201.50 (Delta gives a \$5 discount for booking with delta.com)

> instead of calling in) Orbitz is \$211.50 (\$5 discount lost, and \$5 Orbitz
> service fee) Same huge differences in EVERY domestic market.

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> The fare rule is readily available in Delta's GRS and plainly
states -"SPECIAL
> SALE FARE TO BE PURCHASED VIA DL ONLY". Have a look in Delta Direct
Access
> topic G*U14ON84, or check direct-access fares and rules from any CRS to
Deltamatic.
> The fare rules states: CRS "MAY ONLY BE SOLD BY CRS -DL"

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> The fare has a ticket deadline of March 20 (almost three weeks worth of
underhanded
> price cutting!) and a travel complete date of May 31, with no blackout
dates,
> and a 14 day advance requirement.

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(July 6, 2001 - 11:AM ET)

Flights/City Pairs	Sabre Fare	Airline Web Fare	Airline Direct Fare	Orbitz Fare
US525 LGA CLT	\$872.00	\$872.00	\$872.00	\$472.00
US1035 CLT MSY				
US946 MSY PIT				
US608 PIT DCA				

Other Low Fare Options for travel on US Airways from LGA to MSY departing July 20 and returning July 22, but not on the above reference flights.

Sabre: \$476.50 for flight that required a 2.5-hour layover in each direction. (1 option)

US Airways' Web: **\$242.75**, direct flight out, with a 3-hour layover on the return. (1 option)

Orbitz: \$453 (5 options), \$457 (4 options), \$472 (3 options)

E-Mail Received November 7, 2001

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A client wanted to buy a UA ticket from ALB to SFO on Dec 10 and

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returning on Dec 14, no Saturday stayover. I quoted him a price of
1051.50

in my sabre set. He told me he saw a price of 499.00 on UA's web sit. ...

I was dumbfounded but checked it out myself and saw that very
price on

both UA and AA's websites today, Nov 7, no Sat nite requirement and a
fare

that is 552.00 LESS than any fare I can offer him. ..

E-Mail Received November 29, 2001

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today I have this situation: Jan 25 out back Jan28

(UA 1939 TO LAX / UA 310 BACK TO DEN)

DEN to LAX per ual.com or orbitz at \$191.50

Per Amadeus: \$436.00