

**BEFORE THE
DEPARTMENT OF TRANSPORTATION
WASHINGTON, D.C.**

**Third Extension of Computer
Reservations Systems (CRS) Regulations
(14 C.F.R. Part 255)**

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) **Docket OST-2000-6984**
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**COMMENTS OF
DELTA AIR LINES, INC.**

Communications with respect to this document should be addressed to:

D. Scott Yohe
Senior Vice President -
Government Affairs
DELTA AIR LINES, INC.
1275 K Street, N.W., Suite 1200
Washington, D.C. 20005
(202) 216-0700

Robert E. Cohn
Alexander Van der Bellen
SHAW PITTMAN
2300 N Street, N.W.
Washington, D.C. 20037
(202) 663-8060

and

Counsel for
DELTA AIR LINES, INC.

John Varley
Assistant General Counsel
DELTA AIR LINES, INC.
Law Department #986
1030 Delta Boulevard
Atlanta, Georgia 30320
(404) 715-2872

March 9, 2000

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**COMMENTS OF
DELTA AIR LINES, INC.**

Delta Air Lines, Inc. ("Delta") hereby submits these comments in response to the March 1, 2000, Notice published by the Department in the Federal Register. By this Notice, the Department proposes to extend the existing CRS rules (14 C.F.R. Part 255) for an additional year, from March 31, 2000, to March 31, 2001.

Delta supports the continuation of the present rules in order to give the Department time to complete its assessment and reevaluation of the CRS regulations. In the last two years, the proliferation of competitive price and service information available via the Internet and other distribution technology has transformed a number of businesses. In the travel industry, the Internet has empowered consumers and businesses with the ability to shop for price and service information without the need to rely on airlines or travel agents, resulting in a significant change in the traditional roles played by consumers, travel agents, CRS

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companies, airlines and other travel suppliers. These changes require additional study by Department staff in order to formulate the most pro-competitive and up-to-date rules.

In the meantime, however, it is essential that the Department continue the present rules in effect, so that airline, travel agent and CRS competition will continue to be governed by a reasonable and uniform set of rules.

Respectfully submitted,

Robert E. Cohn
Alexander Van der Bellen
SHAW PITTMAN
2300 N Street, N.W.
Washington, D.C. 20037
(202) 663-8060

Counsel for
DELTA AIR LINES, INC.