BOSTON-MAINE AIRWAYS CORP.
Information and Reservations Call Center Script

"Welcome to the Reservation Center for Pan Am and Boston-Maine Airways. When speaking to one of our service representatives about your travel on Pan Am or Boston-Maine Airways "the Clipper Connection", please ask about the amenities offered by each carrier."

"To better assist you, please choose one of the following options from your touchtone phone.

For English Press 1
For Spanish Press 2

The call is then transferred to the appropriate call center location for handling. If a representative is not immediately available, the caller gets the following recording:

"All of our representatives are currently busy assisting other callers. For your convenience, information and reservations on Pan Am or Boston-Maine Airways can be accessed on-line at www.flypanam.com or www.bmairways.com. If you wish to speak with one of our agents, please stay on the line and one will assist you as soon as possible."

When the caller connects with a representative, the following script will be used:

"Thank you for calling the Reservation Center for Pan Am and Boston-Maine Airways. How can I assist you with your travel plans?"

Depending on what the caller identifies as their travel plans, the caller will be told something appropriate to the particular carrier, for instance:

"Thank you, that service is operated by our affiliate, Boston-Maine Airways, the Clipper Connection. [The discussion will then proceed into details, schedules, fares, etc.]

Implementation of these changes has been initiated. Recorded messages are handled through a third-party service provider (Qwest Communications), which has advised that they can be implemented on or before December 6, 2002. All Reservation Center personnel will have their new scripts in effect on or before December 6, 2002."