



BY E-MAIL AND U.S. MAIL

September 30, 2011

Gregory E. Davidowitch, President
Jack Kande, Negotiating Committee Chair
United Master Executive Council
Association of Flight Attendants – CWA
6250 North River Road, Suite 4020
Rosemont, IL 60018

Re: Company's Major Issues

Dear Mr. Davidowitch and Mr. Kande:

The Company eagerly anticipates the beginning of expedited negotiations to achieve a new collective agreement for the Flight Attendants of the United subsidiary. It is our hope and objective to reach an agreement that contains improvements for Flight Attendants, while at the same time maintaining industry-competitive overall costs. We also hope that this expedited negotiation furthers the ultimate objective of reaching a single agreement that covers all Flight Attendants of the new United Airlines.

To this end, we have organized our 12 major issues around five themes:

- Pay for work,
- Flexibility and incentives to maximize income,
- Choice and flexibility,
- More time at home and less on layover, and
- Improved productivity and competitive overall costs.

Our 12 major issues are:

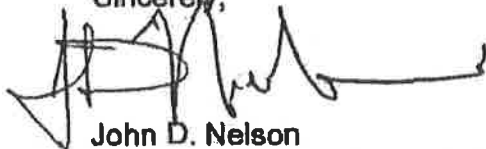
PRINCIPAL SECTIONS	ISSUE	PROPOSAL
7.A., 9.A.2., and 3., 10.H., 12.G.	Flight time and bid line limitations.	Convert from quarterly to monthly system, enhance productivity and enable more hours and pay.
7.D. and E.	8-In-24 and 30-in-7.	Enhance productivity, and enable more pay and hours, reduced sits, and potentially more days off per month for lineholders.

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7.I.4., 12.A.2.	Maximum Duty Day - Domestic and Hawaii.	Enhance productivity and enable more hours per day and potentially more days off per month for lineholders.
8.A., B. and N.1.	Rigs.	Promote pay for work and enable more turns and 2-day IDs, and reduced sits.
11.B.2 and 3., 11.E.	On and off-line deadhead seating.	Address revenue loss on-line and cost off-line.
4.V.	Personal time off ("PTO").	Enhance productivity consistent with U.S. airline industry norm.
6.B.5. and Hotel Standards Letter.	Lodging.	Continue to lodge Flight Attendants in hotels that are safe, clean, comfortable, quiet, and with adequate and available eating options, but address some specific restrictions that are costly in relation to their benefits. Adjust threshold for "day room" sits, in coordination with other proposals designed to reduce sits.
18.A. and B., 19.A.	Accruals for low-time fliers.	Establish incentives for Flight Attendants to work at least 40 hours per month, while maintaining the flexibility to choose to work less.
12.M.1.	Legal rest minimums - International.	Enhance productivity, lower hotel costs, enable potentially more days off per month for lineholders, and create less disruption to scheduled pairings.
5.E., 7.G., 10.D.1., and 12.U.	Reserves.	Adopt flexibility for Company to adjust reserve days and move to U.S. airline industry norm in regard to override.
2.Q.	Holidays.	Move to U.S. airline industry norm.
21.A., 23.B.	Reduction in personnel – special leaves and voluntary furloughs.	Increase flexibility to deal with system headcount surpluses in a timely and efficient manner, while maintaining the primacy of voluntary options over involuntary furloughs.

We look forward to our meeting on October 10.

Sincerely,



John D. Nelson
Managing Director Labor Relations – Inflight

cc: Pat Sims
John Livingood
Doug McKeen
Sam Risoli
United Negotiating Cmte.