

of 2

E-Mail Received March 6, 2002

Redacted to remove personal identification and comments

>.....

> 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.

>

> Example of fare differences:

>

> 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.

>

> 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"

>

>.....

> 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.

>

>.....

>

>

>

(July 6, 2001 - 11:AM ET)

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

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
Redacted to remove personal identification and comments

A client wanted to buy a UA ticket from ALB to SFO on Dec 10 and 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
Redacted to remove personal identification and comments

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

