AmericanAirlines®

February 16, 2011

Dear Travel Agency Partner,

As we move forward together into a new era of travel distribution, I am writing to inform you of important changes to American Airlines policies regarding use of the Travelport global distribution systems (GDSs).

As you know, in November 2010, Travelport announced steep increases to its fees charged to American for bookings made in your country. In response, American planned to collect a surcharge, known as the Booking Source Premium, from subscribers of Travelport GDSs in your country. The fee was to be assessed to travel agents via automated debit memos (ADMs), in accordance with all applicable IATA resolutions, for bookings of American Airlines/American Eagle marketed flight segments made using Travelport GDSs on or after December 20, 2010. This fee preserved your ability to use Travelport, but was intended to reduce the increased cost to American.

Travelport then imposed a new punitive tactic, misrepresenting American's fares in its GDS by adding an estimate of the Booking Source Premium as a "tax" owed by customers. Travelport's actions created tremendous confusion in the market and hurt our travel agency partners, and our customers.

Today, American is announcing that it will not move forward with collection of the Booking Source Premium. No bookings of American Airlines/American Eagle flight segments made using the Travelport GDSs will attract the Booking Source Premium, and no ADMs for the Booking Source Premium will be issued.

American believes that Travelport's actions violated our contract and applicable laws, and we have not resolved our disputes with Travelport. Though our goal is to provide all travel agencies with access to American's content through the distribution source of the agency's choice, we cannot guarantee such access. If Travelport continues to misuse its market position to impose punitive rates, American may be forced to reinstitute the Booking Source Premium and/or remove some or all of its content from Travelport GDSs.

At this point, we expect Travelport to immediately drop the false tax it unilaterally has added to American's fares and imposed on the travelling public. The Travelport tax had no justification when it started and has none today. American hopes its decision will be a positive step forward for our industry. Pending resolution in the existing legal actions between American and Travelport, American will provide further information about how past collections of this false tax may be rectified.

Thank you for your continued support of American Airlines.

Theo Panagiotoulias
VP & Managing Director, Asia/Pacific