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We continue to receive good customer response to our quarterly Sales newsletter and are now increasing its publication frequency to monthly. In these bulletins, look for short topic updates as we highlight the latest United news.

## United #1 On-Time Airline for First Quarter 2009\*

DOT Statistics		
Percentage of Arrivals On-time First Quarter 2009		
ONTIME		
Airline	ARRIVAL :14	Rank
UA	80.4	1
US	79.6	2
DL/NW	78.8	3
AA	78.0	4
CO	76.4	5

The foundation of running a good airline is on-time reliability and the most significant driver of our customer satisfaction ratings is on-time arrivals (A :14). In the first quarter 2009, United achieved first place on-time ranking among the five U.S. network carriers, and a more than 10 percentage point improvement on its key customer satisfaction measure. By focusing on the basics every day, we are committed to being a top-tier airline in operational performance, and our focus is delivering results for our customers.

\*On-time :14 arrivals among major US network carriers.

## Continental joins United in Terminal 1 at Chicago, O'Hare

On June 1, Terminal 1 at ORD welcomes a new airline: Continental. Continental will move into gates B1 to B4 in anticipation of their joining the Star Alliance in late October. After that time, connecting traffic between Continental and United flights is expected to increase, and the new gate location will make it easy for customers to transit between flights. Currently United shares space in Terminal 1 with Star Alliance partners Lufthansa and ANA.

## International Premium Travel Experience — 767 fleet complete

This month marks complete refurbishment of our 767 International Premium Travel Experience fleet. Fully lie-flat first and business class seating, outstanding in-seat entertainment and an all-new dining experience are available to customers flying to Europe, the Middle East, Latin America, Asia, and Australia. For more details on this multi-million dollar investment in our international aircraft, as well as route and fleet updates, please visit [suitedreams.united.com](http://suitedreams.united.com)

### Fleet Progress

767 – Fleet 100% complete in May  
747 – 17 of 24 (100% complete Oct.)  
777 – Reconfiguration begins Oct. 2009



## Fresh menu choices

This month we introduced fresh new menu items and premium beverages in economy class on flights between San Francisco and three of our U.S. hubs - Denver, Chicago and Washington Dulles. The new items are available in addition to current a la carte and snack boxes. From turkey swiss wraps and chicken foccaccia to Asian chicken salads and yogurt parfaits or Mango Tango Odwalla Smoothies, the food and beverage items are designed to offer customers the products they enjoy and value.

## Cashless cabin

All United mainline flights worldwide now accept credit cards allowing our customers more time to relax, and less time searching for cash. United's EasyPurchase is a worldwide service accepting major credit and debit cards for all in-flight purchases. Customers say they appreciate the convenience this change brings to inflight purchases.

## Surf the Web on UA

This fall United will begin testing inflight internet technology for Wi-Fi onboard our p.s. flights between New York and California. We will use customer feedback to assess further expansion of this service to additional aircraft.