

Rick Seaney

From: Customer Relations [customer.relations@usairways.com]
Sent: Wednesday, August 15, 2007 3:17 PM
To: Rick Seaney
Subject: US Airways - 21 [REDACTED]

Dear Ms. Panzl,

On behalf of US Airways and the entire Customer Relations team, please accept our sincere apology for the travel difficulties you experienced. Your concerns have been thoroughly documented and your comments have been shared with the appropriate management teams to help us improve our service.

To convey our apologies we have authorized one \$250 Electronic Travel With Us Voucher as a gesture of goodwill, in hopes you will allow US Airways another opportunity to regain your confidence. Your E-TUV is valid toward the purchase of travel on US Airways or America West Airlines. Please be advised the E-TUV is not valid with Internet bookings. The E-TUV must be redeemed one year from the date of this letter. In addition, please take a moment to read the terms and conditions below to receive the full benefit of this compensation. When you are ready to make your future travel arrangements, please call our Reservations Department at 1-800-428-4322 and reference the following name(s) and confirmation number(s):

D [REDACTED] P [REDACTED] - [REDACTED].

Sincerely,

Customer Relations
US Airways

ELECTRONIC TRAVEL WITH US VOUCHER**How to Use:**

1. May not be transferred.
2. May be used toward the price of one ticket/one fare on US Airways, US Airways Shuttle, US Airways Express, America West Airlines, America West Express. If the price of the ticket is greater than the value of the voucher, you simply pay the difference. If the discount exceeds the price of the ticket, no residual will be given.
3. Travel dates must be determined prior to ticketing.
5. Call US Airways Reservations at if you have any questions about the use of this voucher and/or to make your reservations. Inform them you will be using this Electronic Travel with US Voucher.
6. Redeem this voucher by calling US Airways reservations at 1-800-428-4322 or at any US Airways/America West ticketing location.

Not Allowed

1. Cannot be combined with any other discount.
2. Not applicable toward service or penalty charges.
3. Not applicable toward the reissue of a previously issued ticket.
4. Prepaid Ticket Service (PTA) not permitted.
5. Not applicable towards a US Airways Vacations package.

Additional Information

1. The voucher and subsequent tickets issued against have no cash value and are non-refundable.
2. Not replaceable if lost, stolen, or destroyed.
3. Changes are subject to ticketing rules. All terms and conditions must be met. A change fee may apply.
4. All applicable taxes, surcharges and fees are the responsibility of the user and must be paid at the time of ticket issuance.
5. Voucher must be redeemed within one year from date of issue.
6. Terms and conditions of this voucher are subject to change without notice.

8/22/2007