

*Dear Sabre Customer,*

*We have worked diligently and in good faith to strike a new agreement with Swiss. However, the carrier continues to pursue terms that are unreasonable – for our business and for yours.*

*Unless an agreement is reached, Sabre marketing and distribution services for Swiss International Air Lines (Swiss) will be discontinued September 8, 2009.*

*We have an unmatched track record of striking balanced travel supplier agreements, and we've done this with hundreds of carriers around the globe. Based on what our customers tell us is most important, we pursue agreements that:*

- Provide full content, including published and negotiated fares.*
- Provide parity treatment for Sabre customers regarding access to financial incentives such as commissions or overrides that may be available through other channels, as well as promotional offers and other products like paid seats and services, etc.*
- Recognize the significant value the supplier derives from Sabre's vast distribution network of over 50,000 agencies, thousands of corporations and millions of consumers.*
- Move to longer-term planning horizons such as the multi-year agreements we have already announced with multiple airlines around the world.*

*We continue to work with the carrier to reach terms that are suitable for all and we are hopeful the carrier will respond so we can continue our longstanding relationship with Swiss. We're aware of the implications this may have on your business and please be advised that Sabre makes available alternate flight options for Swiss markets flown.*

*Thank you for your continued support while we continue work through this matter.*

*Sincerely,*

*Your Sabre Travel Network Team*

Sabre and Swiss have been engaged in and continue to have productive discussions regarding a new long-term agreement. As such, Sabre has decided to not deactivate global marketing and distribution services for Swiss at this time. We are hopeful that a new, long term balanced agreement can be reached and look forward to sharing more information with you as it becomes available.