

United NEWS

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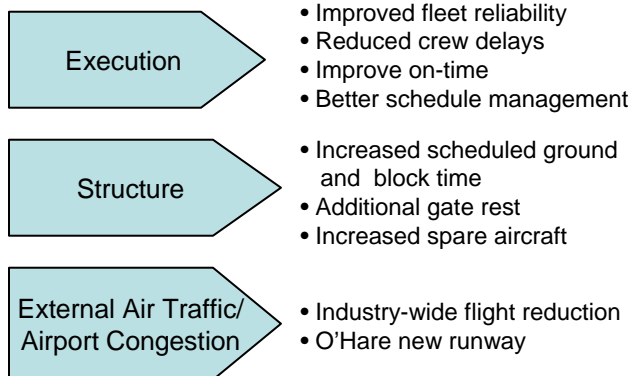


Strengthening our Operation

A key focus of our business strategy is to strengthen our service basics, as defined by the Department Of Transportation (DOT) metrics. Execution improvement, structural changes and external factors all will have a positive impact on our operation this year and beyond.

While weather and air traffic control conditions are always a factor in reliability performance, an increased focus on execution makes a difference. From improved fleet reliability and on-time flights, to better schedule management and reduced crew delays, we are focusing on the fundamentals of the daily operation. Our newly centralized operations team is using industry best practices in decision making. Structurally, we are seeing the positive impact of increased scheduled ground time, block time and spare aircraft. External factors, such as reduction in flights and a new runway at Chicago O'Hare scheduled to open in November, also will positively impact operations. As our goal is to drive toward top-tier performance in DOT reported categories, bettering our on-time performance will underpin improvements system-wide.

Factors driving improved on-time performance



Continental Alliance Update

In June, United and Continental Airlines announced a framework agreement to cooperate extensively, linking our networks and services worldwide to benefit customers. Complementary networks, future frequent flyer benefits, as well as efficiencies in areas such as common technology and airport facilities are just a few of the benefits customers will realize from this agreement. We are now working through the government approval process. In July, we submitted anti-trust immunity application to the U.S. Department of Transportation for CO to join carriers already holding Anti-trust. Additionally, UA, CO, LH and AC requested DOT approval to establish a trans-Atlantic joint venture. We are now awaiting the anti-trust immunity decision which is expected in 2009. Once approved, and the new agreements implemented, customers will benefit from a coordinated process for check-in, flight connections and baggage transfer and more across the Atlantic. For more information visit *About United* on United.com and click *press releases* to find the June 19 announcement.

United.com/appreciation Provides Customer Choice

Customers affected by domestic flight delays or cancellations that fit certain criteria now have up to 90 days to log in to United's Website at their convenience to select an appropriate gesture of goodwill based on their Mileage Plus status. In cases where a flight taxi out greater than four hours, taxi in greater than 90 minutes, diversions greater than four hours or a diversion that cancels, United makes an announcement onboard inviting customers to visit united.com/appreciation where they can choose from travel certificates, percentage-off coupons and miles or upgrades for our Mileage Plus members. This policy procedure applies to mainline and United Express flights within the U.S. and provides a more meaningful apology to customers in the event of a trip interruption.



A STAR ALLIANCE MEMBER 



Focus on our Premium Customers

To build a successful, sustainable business, we continually tailor products and services around what customers value most and what makes sense in today's business environment. We're offering distinct choices and working to deliver consistently on the expectations to our customers. We're firmly committed to our premium customer strategy of rolling out products, services and amenities that provide more comfort and differentiation — something our Premium customers have requested. For this reason, our efforts are focused on products such as the International Premium Travel Experience (or IPTE,) reconfiguration of the A320 Ted fleet to add premium cabins, the launch of our Westin partnership for lounge and onboard products on premium service, or p.s., as we call it, as well as other initiatives designed to enhance the overall premium travel experience with United.

International Premium Travel Experience

Our entire fleet of international, widebody aircraft is being reconfigured with new premium cabins. Travel to international destinations is more enjoyable and relaxing with United's lie-flat first and business class seats. Customers in United First® and United Business® on the newly reconfigured aircraft can enjoy more than 150 hours of movies and television shows on-demand; relax with fully lie-flat seats; and dine on appetizers and entrees designed by world-renowned Chef Charlie Trotter on outbound U.S. flights. Visit suitedreams.united.com for more details on this service as well as IPTE route information updates. Our IPTE aircraft continue to register high marks with our Premium customers.



For new route information customers can visit suitedreams.united.com

Ted fleet converting back to Mainline flying

In 2003, United converted a portion of our Airbus fleet from a mainline configuration to a Ted seat configuration. While Ted was the right product at that time, given the current marketplace, the increase in fuel prices and the retiring of our older, less fuel-efficient B737 fleet, we are converting the more efficient A320 Ted aircraft back into a mainline flying. This enables us to offer first class seats on all United mainline aircraft, maintain schedule strength in business markets, and provide an upgraded onboard experience for our customers. The first Ted configured aircraft will be returned to mainline service in March 2009.

United and Westin -- Heavenly Experience In The Sky

Our new partnership with Westin marks the first time that hotel-branded bedding and amenities are taken to the sky by a U.S. airline. With this partnership, our customers in first and business class flying between New York and California will receive Heavenly pillows and blankets and other renewing amenities. In addition, select United Red Carpet Clubs in Los Angeles and San Francisco, as well as the United First International Lounge in New York (JFK), unveiled new custom-designed Westin Renewal Lounges. For more details visit westin.com/united.

Added Routes

Our fall schedule reflects previously announced capacity changes and also additional routes including:

Los Angeles--Melbourne Dec.12, 2008-Jan 10, 2009. During this time we will not operate our SYD-MEL tag.
Los Angeles--Philadelphia Remains year-round rather than seasonal as previously announced.
Denver --Saskatoon, Canada Twice daily round trips.
Chicago --Mexico City Restored on a seasonal basis.
Narita --Taipei Re-instituted. This route compliments our codeshare flight with ANA.
Washington Dulles – Dubai New route begins Oct 25 and 27.



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