

Delta Air Lines Letter to Airport Customer Service (ACS)

RE: PMNW Jumpseat & Non-Revenue Pass Travel Listing

March 25, 2010

What:

The Pre-Merger Northwest (PMNW) flight attendant contract permits them to hold a cabin crew jumpseat listing and a nonrevenue meal listing on the same flight, if that flight is operated by a PMNW flight attendant crew.

How:

This process applies only on flights staffed with a PMNW flight attendant crew.

PMNW flight attendant must decide which seat they want by utilizing the following procedures:

- They must check in for the cabin jumpseat no later than 30 minutes (domestic), or 90 minutes (international) before departure. Once they have checked in for the jumpseat they must cancel their nonrevenue listing

OR

- Once they activate on the nonrevenue airport standby list via the kiosk or agent, they must cancel the cabin jumpseat listing

Note: Flight attendants may not be checked in for a cabin jumpseat and be active on the airport standby list at the same time. They must cancel one of the requests after "checking in or activating" the seat they prefer.

The ability to hold a cabin jumpseat and a nonrevenue meal listing on the same flight will eventually be extended to all end state Delta flight attendants and pilots, but automation changes must be developed first to allow ACS to better manage this process.

Until further notice, it is important to comply with this procedure for flights staffed by PMNW flight attendants. If any questions arise please check with Gary Thompson, General Manager – Health, Safety & Security, In-Flight Service, at 404-715-1657.