

Delta Fare Class Alignment FAQ

1. What is the timeline for Delta's fare class alignment?

Delta's program is unfolding in stages. "W" class inventory was introduced in July 2010, "P" class inventory was added to domestic first class availability in September 2010. The milestones include the April 2011 addition of "E" class inventory as the lowest level in economy class and the realignment of Delta's business class inventory in May. The latter change is effective for itineraries with travel dates of June 2011 and beyond. Later in the year and into 2012, Delta will make further changes to its economy fare class structure.

2. Why are Air France, KLM and Delta not implementing their fare class alignment at the same time?

Air France and KLM have embarked on a global project that requires fare class alignment as a significant step in a much larger network-optimization in February. Delta, on the other hand, needs to undertake a number of automation enhancements in order to implement key aspects of its fare class alignment. This will take several months and the full class alignment will be complete in early 2012.

3. Is Alitalia undertaking this same initiative?

No, Alitalia is not participating in this current process. However, Alitalia will be making a number of periodic ad hoc changes to its fare class structure that will enable it to align its inventory closer to that of Air France/KLM.

4. Will the Delta and Air France/KLM programs result in identical fare class alignment?

Not yet. The first step will put us in alignment in the business class cabin (exception S/Z). While this initiative is coordinated between the three carriers, there may be some differences that remain in availability and fare displays. However, as each program is implemented, the number of differences will significantly decrease. The ultimate goal is full alignment between Delta and Air France/KLM.

5. Is Delta's fare class alignment confined to JV markets?

No, this is a worldwide initiative that will be applied to all entities (domestic, transpacific and Latin America). This is also true at AF and KL, it is a worldwide effort for them as well.

6. What benefits will contracted customers appreciate as these changes are made?

Some of the benefits are as follows: JV contracts will be simplified as fare classes are aligned and we introduce common fare-basis-codes between DL and AF, KL. The alignment means fewer terms on a corporate contract, which translates into a simplified Exhibit A. Delta discounts will apply to last-seat availability on Air France. Fare class alignment promotes Delta's desire to be easier to do business.

7. What happens to bookings made now for travel on/after June 1?

AFKL and DL Reservations will convert the PNRs into the appropriate new classes automatically. Agencies will receive an SSR message about the change.