

“Customer Bill of Rights”

We at Mesa Airlines, Inc. feel our customers have the right to expect fairness and honesty from the airline they have selected for travel.

We believe the only acceptable customer experience is one in which you arrive at your intended destination safely, comfortably and on time. When events and obstacles beyond our control, such as Severe Weather or Air Traffic Control delays, prohibit us from achieving this standard, we strive to minimize customer inconvenience, however possible.

Our customer service plan is intended to provide you with information regarding our policies, procedures and methods for handling certain aspects of your travel on our airline, including those exceptions that may occur in your travel plans. Please refer to our codeshare partner's customer service plan by identifying the airline you have booked your travel or may have future plans to travel on. This information can be found at www.united.com or www.aa.com.

Offer the lowest fare available

While we may not offer our own reservations, ticketing services and certain other customer service elements we feel it is important to provide, our valued customers with this information. Please refer to our codeshare partner's customer service plan by identifying the airline you have booked your travel or may have future plans to travel on. This information can be found at www.united.com or www.aa.com.

Notify customers of known delays, cancellations and diversions

When unforeseen problems occur, whether the flight is delayed, canceled, or diverted we, as well as our codeshare partners and contract vendors, will make every effort to notify customers of the situation in a timely and accurate manner. When a Mesa Airlines, Inc. flight on which the customer is being transported is delayed, canceled or has caused a missed connection, creating an overnight stay for the customer, we will provide one night's lodging. However we will not provide hotel accommodations when a flight is delayed, canceled or diverted due to circumstances beyond our control, such as Weather or Air Traffic Control decisions.

We will not provide overnight hotel for passengers who live locally, or provide hotels for passengers that are not ticketed on our ticket stock.

Flight delays while customers are onboard the aircraft including delays at the gate and on the taxiway

Our pilots will keep customers informed as to the nature of the delay that is taking place. If the aircraft is not going to depart as scheduled, every effort will be made by the pilot to communicate the reason for the delay.

Flight cancellations at the airport

In the event of a flight cancellation, we and our codeshare partners and contract vendors will do everything possible to accommodate customers on our next available flight, if space is available. We and our codeshare partners and our vendors will communicate to our customers the reason for the cancellation and any alternatives that are available.

On time baggage delivery

We will make every effort to arrange for bags to be delivered in a timely manner. An example of a situation that may prevent baggage from being returned within 24 hours is when the bag tag is missing and the identification on the outside of the checked baggage does not contain a phone number. We advise all customers to place identification on the inside and the outside of all checked baggage. This enables our agents to contact passengers who have not claimed their checked baggage. Agents are instructed to call the phone number listed on the bag tag should an unclaimed checked bag be found.

Support an increase in the baggage liability limit

Our current baggage liability limit is in compliance with the Department of Transportation (DOT) set standards and rules. We accept the responsibility for certain baggage loss or damage that occurs while in our custody. The total liability for domestic travelers is limited to a maximum of \$3500 per ticketed customer unless a higher value is declared in advance and additional charges are paid.

Allow reservations to be held or canceled

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Provide prompt ticket refunds

While we may not offer our own reservations, ticketing services and certain other customer service elements we feel it is important to provide you, our valued customers with this information. For more information regarding ticket refunds, please refer to our codeshare partner's customer service plan by identifying the airline you have booked your travel with or may have future plans to travel on. This information can be found at www.united.com or www.aa.com

Properly accommodate the disabled and special needs passengers

We are dedicated to providing safe, convenient and reliable travel to all individuals. Our employees are trained to comply with the Air Carrier Access Act (14 CFR Part 382). In accordance with the Air Carrier Access Act, we will not discriminate against any disabled individual. Employees who interact with disabled passengers will exhibit kindness, awareness and respect. We have access to employees that have been trained as Complaint Resolution Officials at every airport to answer questions.

We will provide services and equipment for disabled individuals when requested by or on behalf of disabled individuals. We will not impose charges for providing facilities, equipment or services. Examples of the services and equipment that will be provided to disabled individuals include:

- ✓ Assistance with boarding, deplaning and the use of ground wheelchairs, onboard wheelchairs, ramp or mechanical lifts.
- ✓ Lifts, ramps or aisle chairs to assist the disabled passenger where loading bridges are not available.
- ✓ Onboard assistance with seating as part of the boarding and deplaning process, stowing and retrieving of carry-on items, and dining preparation such as opening packages or identifying food .
- ✓ Provide telecommunication devices for the deaf (available toll-free (TDD) 24 hours per day, seven days per week).
- ✓ Permit accompanying service animals in the cabin free of charge.

Notify consumers in a timely manner of changes in their travel itinerary

Customer will be notified in a timely manner of changes in their travel itinerary. In addition, reservations and ticket agents will provide verbal notification to those customers whose flights experience a change of aircraft when booked on a flight with a single flight number.

Frequent flyer program

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Disclosure of full fares and ancillary fees

Disclosure of the full price to be paid, including government taxes/fees as well as carrier surcharges, disclosure of all fees for optional services, free baggage allowance and applicable fees for the first and second checked bag and carry-on can be found on our codeshare partner's website. This information can be found at www.united.com or www.aa.com.

Unaccompanied Minors

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Meet essential needs during extended onboard delays

We will make every reasonable effort to provide food, water, restroom facilities and access to medical treatment for customers onboard an aircraft that is on the ground for an extended period of time. Safety and security for the customers and crew members will take precedence over providing any services and/or facilities. We never intend to cause undue stress or harm to our customers. However, due to unforeseen circumstances, there may be times when an aircraft is either unable to take off or may have to wait for a gate to become available. In the event that something like this occurs, we have developed a contingency plan. The plan includes time frames in which services and facilities will be made available during a long on-board or tarmac delay.

- ✓ Our team members will make every effort possible to communicate every 30 minutes to you any updates on delays or cancellations.
- ✓ Prior to reaching 2 hours off the gate or 2 hours after landing we will provide food/snacks and water to our customers, unless safety or security considerations preclude such service.
- ✓ We will make every effort possible to ensure our customers are provided an operable lavatory while on the tarmac.
- ✓ We will ensure adequate medical attention if the need arises.
- ✓ We will insure a comfortable cabin temperature is maintained.
- ✓ We will make every effort possible to return to the gate to allow our customers to deplane should a delay reach 3 hours (4 hours for international flights) if a gate is unavailable we will ensure other means of egress. This of course is subject to your safety and security as well as Air Traffic Control (ATC) approval.
- ✓ We will work with airport officials and other airlines to share or acquire equipment such as available gates, portable stairs, buses, vans or other means by which customers may deplane and be safely escorted to a terminal or other reasonable facility.
- ✓ We will communicate this plan with all small, medium and large hub airports.
- ✓ We will make every reasonable effort to minimize the duration of any onboard ground delay and to minimize, to the greatest extent possible, any and all associated inconveniences.

Our pilots frequently communicate with our System Operations Control, Station Operations and/or the Ramp Control Tower for updated information. Our pilots and/or the flight attendants will keep the passengers informed of the situation. Services will be made available to the passengers at time periods established above.

Handle "bumped" passengers with fairness and consistency

During a denied boarding situation, we have established passenger's rights in the case of an oversold flight in accordance with regulations of the U.S. Department of Transportation we will first solicit volunteers to give up their reservations (seats), in exchange for compensation. When we do not receive enough volunteers, we may assign and release seats based upon special needs, time of check-in, product purchased, frequent flyer status, and/or ease of accommodation.

It is our policy to never intentionally cause a passenger to be inconvenienced when he/she holds a confirmed reservation on a flight. However, due to operational requirements, inventory control policies and a varying degree of no-show passengers, there will be times when passengers cannot be accommodated on the booked flight. When these conditions occur, it is our policy to arrange the first available alternate accommodations as efficiently as possible and/or compensate eligible passengers in accordance with existing Department of Transportation (DOT) regulations.

We will not deny boarding involuntarily to any passenger until airline personnel first ask for volunteers to give up their reservations willingly in exchange for some form of compensation. It is always our goal to obtain 100% voluntary denied boarding.

If a ticketed customer asks if the flight is overbooked, the employee responsible for such information in their day-to-day work activities will respond accurately if the information is available.

Passenger check-in requirements and cancellation of reservations

All reservations (including those on continuing and return flights) are subject to cancellation without notice if any of the following occur:

1. The passenger has not purchased a validated ticket indicating confirmed seat(s) at least thirty (30) minutes prior to the scheduled departure of the flight, or earlier if a greater time limit is specified.
2. The passenger fails to fulfill the requirements of the fare type to which the reservation applies.
3. If the passenger is not present at the boarding gate at least 15 minutes prior to the scheduled departure time, even if the passenger has already checked-in for the flight at a place designated for check-in (e.g., a ticket counter, web check-in, kiosk, etc.).
4. If such action is necessary to comply with any governmental regulation, or to comply with any governmental request for emergency transportation in connection with national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond our control.
5. If we refuse to transport the passenger for any of the reasons stated in Tariff Rule 35 (Refusal to Transport)

Denied boarding procedures - Passengers denied boarding involuntarily

Passengers are entitled to compensation for "denied boarding compensation" unless:

1. The passenger has not fully complied with our ticketing and check-in requirements, or the passenger is not acceptable for transportation under our rules and practices and procedures.
2. Passengers are denied boarding because the flight is canceled.
3. A smaller capacity aircraft was substituted for safety or operational reasons.
4. A flight operating with an aircraft having 60 or fewer seats has safety-related weight/balance restrictions that limit payload.
5. Passengers are offered accommodations in a section of the aircraft other than specified in their ticket; at no extra charge (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund).
6. We are able to place the passenger on another flight or flights that are planned to reach the final destination within one hour of the scheduled arrival of the original flight. If the passenger has been subjected to involuntary denied boarding, the passenger is entitled to one of the following forms of compensation:

For domestic flights:

- If the passenger's arrival at his or her final destination is greater than one hour but less than two hours past their original scheduled arrival, involuntary compensation is 200 percent of the sum of the values of the remaining flight coupons of the ticket to the next stopover, but not to exceed \$675.
- If the passenger's arrival at their final destination is two hours or more past their original scheduled arrival, involuntary compensation is 400 percent of the sum of the values of the remaining flight coupons of the ticket to the next stopover, but not to exceed \$1350.

For international flights:

- If the passenger's arrival at his or her final destination is greater than one hour but less than four hours past their original scheduled arrival, involuntary compensation is 200 percent of the sum of the values of the remaining flight coupons of the ticket to the next stopover, but not to exceed \$675.
- If the passenger's arrival at their final destination is four hours or more past their original scheduled arrival, involuntary compensation is 400 percent of the sum of the values of the remaining flight coupons of the ticket to the next stopover, but not to exceed \$1350.

Disclose travel itinerary, cancellation policies, frequent Flyer Rules, aircraft configuration

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Diversion

When a flight is diverted to an alternate airport and cancelled.

The pilots or flight attendants will advise the customers of the reason for the diversion. The customers may need to remain onboard. In accordance with Contingency Plan for Lengthy Tarmac Delays, Mesa Airlines may provide a limited service. In the cases when the customers must deplane, all carry-on baggage and personal property must be removed from the cabin.

Alternate airport operation:

Some irregular operations may require landing at alternate airports, with bus service to the final destination. It is acceptable to allow a customer to leave directly from an alternate airport without requiring him/her to travel to the final destination.

City served:

When a flight (aircraft) is diverted to a city served by Mesa Airlines or codeshare partner, and canceled, the customer service representatives in that city will reaccommodate customers on either the next available flight or the next available flight via another carrier.

City not served:

When a flight (aircraft) is diverted and then canceled in a city not served by Mesa Airlines or a codeshare partner, the customer service Operations Control Center will make arrangements with other carriers and/or hotel accommodations. Once the flight attendants receive word from the flight deck, they will communicate to the customers the reason for the diversion (if they are permitted to disclose), estimated time of departure and/or accommodations. If the flight is canceled, subject to availability, passengers will be reaccommodated via another airline. The flight attendants and flight crew will be the representatives for the customers.

Ensure Good Customer Service From Codeshare Partners

We continually work together with our codeshare partners to provide seamless travel. Each codeshare partner can ticket and make advance seat assignments when booking customers on a codeshare flight. We and our domestic codeshare's Customer Relations, Airport Services and Operations Departments work closely to ensure consistent and quality customer relationship practices.

Be More Responsive to Customer Complaints

We have assigned a customer service representative responsible for handling passenger complaints and ensuring that all complaints are acknowledged within 30 days and responded to within 60 days. To contact our customer relations department please visit www.mesa-air.com and refer to the Customer Service section alternately you may contact our Customer Relations Department at the address listed below.

Mesa Airlines, Inc.
Attn. Customer Relations Department
410 N. 44th Street. Ste. 700
Phoenix, AZ. 85008

Contacting the Department of Transportation

Complaints about airline service may be registered with DOT's Aviation Consumer Protection Division (ACPD). You can call, write or use our web-based complaint form.

You may call the ACPD 24 hours a day at 202-366-2220 (TTY 202-366-0511) to record your complaint.

You may send us a letter at:

Aviation Consumer Protection Division, C-75
U.S. Department of Transportation
1200 New Jersey Ave, S.E.
Washington, D.C. 20590