

ExpressJet Airlines Customer Service Commitment Plan

While ExpressJet offers air services using several brands, the 12 elements of our commitment to the Customer and Passenger is the same for all. Our brands have their own websites and customer contact information but ExpressJet's commitment remains the same.

1. Offer the lowest available fare.

Our lowest fares are available on our website. Certain fares such as internet promotions, may not be available to our reservations agents or through other ticketing channels.

- ExpressJet ExpressJet.com
- aha! flyaha.com

2. Notify you of know delays, cancellations, and diversions.

We will make every reasonable effort to ensure we provide accurate, up-to-date flight information. We will update Customers about delays, cancellations and diversions.

We recommend you add your email address and phone number to your reservation, either when you book at our website or afterwards by updating your reservation online .

3. Deliver baggage on time.

Our goal is to have your checked bag on the same flight as you and return it to you promptly at your destination. If for some reason, your bag does not arrive on your flight, we will make every reasonable effort to return it to you within 24 hours. If your checked bag does not arrive on your flight, report your delayed bag to an available Customer Service Agent or call our Telephone Support Center or refer to our Contract of Carriage at our website for the appropriate online form. We will trace your bag and provide you with regular updates on your bag's status. We will get you on your way as quickly as possible and reimburse reasonable expenses you incur due to the delayed bag. Please place your contact information (name, address, phone number and email address) on the inside and the outside of all checked bags and carry-on items. For any unclaimed checked bags, we will make every effort to contact you.

- ExpressJet +1 (404) 856-1800
- aha! +1 (775) 439-0888

4. Accept reservation cancellation without penalty within 24-hours of booking.

If you cancel your travel within 24-hours of purchase, we will provide a full refund to the original form of payment if the purchase was made at least 7 days prior to the scheduled flight departure time.

5. When a refund is due, providing it promptly.

For Customers due a refund, who purchased their reservations with a credit card, ExpressJet will process the credit within seven (7) business days. The fastest way to submit your refund request is by calling our Telephone Support Center.

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6. Properly accommodating Customers with disabilities or special needs.

We will provide our guests who have special needs, including guests with disabilities and unaccompanied minors, with the level of attention, respect and care they require. For further information, see our website and our Contract of Carriage. Our policies and procedures are in accordance with 14 CFR Part 382, Nondiscrimination on the Basis of Disability in Air Travel, which implements the Air Carrier Access Act.

7. Meeting Customer essential needs during lengthy tarmac delays.

We always try to avoid extended on-board delays, but weather, air traffic control requirements, and many other circumstances beyond anyone's control can sometimes cause a lengthy delay prior to takeoff or upon landing. In these cases, we commit to providing you timely information on a regular basis. Safety and security conditions permitting, we will also provide for your essential needs including food, water, operable restroom facilities and access to medical treatment. Please see our [Tarmac Delay Contingency Plan](#) at [ExpressJet.com](#) for full information.

8. Treat Customers on overbooked flights fairly and consistently.

When guests are denied boarding due to an overbooked flight, they will be compensated and treated fairly and consistently. Removing paying guests is the last resort. First, volunteers will be solicited. If there are no volunteers, then the last passenger to check-in may need to be removed; however, we reserve the right to determine the manner of priority per 14 C.F.R. Section 250.3. See our Contract of Carriage for more information about denied boarding options and compensation.

9. Disclose cancellation policies, aircraft seating configuration and lavatory availability.

We provide detailed information about our products, services, aircraft configurations and standards on our website at ExpressJet.com and at our brand websites.

- a. Cancellation Standards
- b. Aircraft configuration, including seat width, pitch ranges and lavatory availability.
- c. All sales and travel on ExpressJet are subject to our Contract of Carriage.

This information is also available by calling our Telephone Support Center.

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10. Provide timely notification of changes to your flight.

When a change occurs to your scheduled flight, we will make every effort to communicate the schedule change via telephone or e-mail in advance of the date of travel, if known. Otherwise, the information will be provided upon airport check-in and at the gate.

11. Respond to your concerns and feedback.

Compliments, complaints, or questions about service? Email, call, or write to us. Written complaints will receive an acknowledgement in writing indicating receipt of the complaint within 30 days of receipt. You will also receive a substantive response no later than 60 days after our receipt of your complaint.

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12. Mitigate Customer inconvenience during irregular operations.

When our Customers are inconvenienced either from a cancellation or a delayed flight within our control, we will provide amenities and services to minimize the impact to the Customer and make every effort to assist our Customers and minimize their inconvenience resulting from cancellations or misconnections. See ExpressJet's Contract of Carriage for further information related to flight cancellations and misconnections.

In the case of a cancellation or misconnection, we will focus on rebooking Customers on alternate flights, either direct to the destination or via connections through other airports to best accommodate the Customer's needs. If rebooking options are available the following day, we may offer

overnight hotel accommodations for non-local guests. However, if the cancellation or misconnection is because of severe weather, Air Traffic Control decisions or other issues outside of ExpressJet's control, we cannot offer such accommodations, though we will make reasonable efforts to provide information enabling Customers to secure accommodations on their own.