

Colgan Air, Inc.

Customer Service Plan

This Customer Service Plan will provide information regarding the policies, procedures and methods that Colgan Air will use for handling certain aspects of travel on Colgan Air-operated flights, or—if those services are provided by a Code Share Partner—the Plan will indicate where such customer services are provided by a Partner.

Colgan's Code Share Partners are:

Continental Airlines

United Airlines

USAirways

Each of these Partners provides services appropriate to their own airline policies and procedures, and those services will be offered to passengers flying on any Colgan Air-operated flight according to which Code Share Partner is associated with that flight. For instance, customers traveling on a Continental code-shared flight operated by Colgan Air will be provided the same features of the Customer Service Plan that Continental provides to customers flying on its own Continental-operated flights. Likewise, customers flying on flights code-shared with United Airlines and USAirways will be provided appropriate services on their flights operated by Colgan Air.

Offer the lowest fare available

Through their reservations systems, each Code Share Partner airline will offer the lowest fare available for which the customer is eligible based on the date, flight and Class of Service requested. This service is provided by each Code Share Partner.

Notify customers of known delays, cancellations and diversions

When unforeseen problems occur, whether a flight is delayed, canceled or diverted, Colgan Air or Colgan Air's Code Share Partner airlines will make every effort to notify customers of the situation in a timely and accurate manner.

For passengers on board a Colgan Air airplane, Colgan's flight crews will inform customers as to the true nature of any departure delay. Announcements will be made as soon as possible when a delay is expected to occur, and subsequent announcements will be made on a regular basis in order to provide the latest information regarding the delay.

Cancellations prior to departure date

All reservations services on flights operated by Colgan Air are managed by Colgan's Code Share Partners, and procedures regarding the cancellation of flights prior to departure date will be provided in accordance with the policies of the respective Partners.

Flight cancellations at the airport

In the event of a flight cancellation, Colgan Air or Colgan Air's Code Share Partner will make every effort to reroute customers according to the policies of each Code Share Partner. Amenities and overnight accommodations will be provided as applicable to the Code Share Partner flight.

Diversions

In the event a flight is required to land at an airport other than its destination, Colgan's flight crews will advise the customers of the reason for the diversion, and whether customers will be required to remain on board or will be deplaned. While remaining onboard, the provisions of the Enhanced Passenger Protection Contingency Plan for Long Tarmac Delays will apply. When Customers must be deplaned, customer accommodations will be provided in accordance with the policies of the Code Share Partner for that flight.

On-time baggage delivery

Colgan Air and its Code Share Partners make every effort to transport a customer's bags on the same flight on which the customer is traveling. In the event a customer's bag does not travel on the same flight due to operational or any other reasons, Colgan Air and its Code Share Partners will make arrangements to deliver bags to the customer in a timely manner. Any interim expenses associated with the failure of a bag to travel with the customer will be addressed by each Code Share Partner's policies.

Allow reservations to be held or cancelled

All Reservations services for flights on Colgan Air are managed by Colgan's Code Share Partners, and procedures regarding the holding or cancelling of reservations will be provided in accordance with the policies of the respective Partners.

Provide prompt ticket refunds

All ticket sales and refunds for flights on Colgan Air are managed by Colgan's Code Share Partners, and procedures regarding the refund of tickets will be provided in accordance with the policies of the respective Partners.

Properly accommodate the disabled and special needs passengers

Colgan Air is dedicated to providing safe, convenient and reliable travel to all individuals. Colgan Air employees and the employees of Colgan's Code Share Partners are trained to comply with the Air Carrier Access Act (14 CFR Part 382) and all of the provisions thereof. In accordance with the Air Carrier Access Act, Colgan Air will not discriminate against any disabled individual. Each airport location has a trained Complaint Resolution Official available to answer questions.

Each of Colgan's Code Share Partners provide services at airports for disabled customers and for customers with special needs, and Colgan Air provides these same services onboard Colgan aircraft. These services include:

- Assistance with boarding and deplaning and the use of ground wheelchairs, onboard wheelchairs, and ramp or mechanical lifts
- Provide 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

Meet essential needs during long on-aircraft delay

Colgan Air will make every reasonable effort to provide food, water, restroom facilities and access to medical treatment for passengers onboard an aircraft that is delayed in departure for an extended period of time without access to the terminal. More information regarding these services is contained in the "Colgan Air Enhanced Passenger Protection Contingency Plan for Long Tarmac Delays", available on the Company's website and at airport operations. The Contingency Plan has been coordinated with and developed in conjunction with Colgan's Code Share Partners. The Contingency Plans for each Code Share Partner airline are available for review on their respective websites.

Handle "bumped" passengers with fairness and consistency

Colgan Air and its Code Share Partner airlines will provide assistance and accommodation to passengers 'bumped' from a flight, either by an oversale or by an operational restriction that affects the capacity of the airplane. Colgan Air will comply with all policies and procedures of its Code Share Partner airlines for denied-boarding passengers, as well as with all D.O.T. requirements for compensation and solicitation for volunteers. The services and assistance provided to passengers denied boarding on a Colgan Air flight are contained in the Contracts of Carriage of each of the Code Share Partners. In general, provided that passengers have complied with all ticketing and check-in requirements, the handling of oversold flights will include:

- Volunteers will be solicited prior to any involuntary denied boarding.
- Passengers involuntarily denied boarding will be compensated in accordance with D.O.T. requirements.
- Passengers involuntarily denied boarding will be provided accommodations and alternate transportation.

Passenger check-in requirements and cancellation of reservations

All check-in requirements and cancellation of reservations for flights on Colgan Air are determined by Colgan's Code Share Partners, and procedures regarding check in and cancellation of reservations will be provided in accordance with the policies of the respective Partners.

Disclose travel itinerary, cancellation policies, frequent flyer rules, aircraft configuration

All information regarding travel itineraries, cancellations, frequent flyer rules and aircraft seating configurations is provided by Colgan's Code Share Partners, and is available on their respective websites.

Ensure the highest quality service with Code Share partners

As a Partner with Continental Airlines, United Airlines, and US Airways, Colgan Air is committed to providing the highest possible quality of service to customers traveling on the flights of those airlines that are operated by Colgan as a code shared flight. Colgan Air complies with all of the customer service requirements of each Code Share Partner, and ensures both through internal and external quality assurance oversight that Colgan provides a continual level of service to meet the expectations of customers who purchase their tickets through the mainline air carrier.

Be more responsive to customer complaints

Colgan Air's Code Share Partners each provide customer service representatives responsible for handling passenger complaints and ensuring that all written complaints are responded to within 60 days. Colgan Air also provides an office for direct communication with Colgan for passenger complaints. The contact information for these offices is provided at www.colganair.com, as well as on the websites of each of our Code Share Partners.

Colgan Air is committed to high-quality service, and rapid response to any passenger dissatisfaction.

Self Audit of This Plan

Colgan Air, along with its Code Share Partners, provides a continual review of its policies and procedures, as well as its compliance with all provisions of its customer services to ensure that the highest standards of service are being provided to passengers. In addition to the continual oversight, Colgan Air will annually audit its own adherence to its Customer Service Plan, and will make the results of the audits available for the D.O.T's review. This Plan may also be amended from time to time as policies and procedures of Colgan Air or its Code Share Partners are modified.

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