



Dear Valued Customer:

Subject: Service Updates

For nearly two years, Delta has worked to integrate the Delta and Northwest systems, products, and services, and we are nearing the end of the changes necessary to serve your global cargo needs on the world's premier network. There are several changes coming that will benefit Delta Cargo and our customers. Following are changes we will bring in the coming week:

Flight Schedules

Delta's reservations systems will be combined - every flight will be coded as a Delta flight. The new schedules, available soon, will reflect Delta flight numbers and can be accessed via all booking channels once the changes are complete.

Any existing bookings at the time of the schedule alignment will be reaccommodated automatically with the new flight numbers. There will be no change to the Air Waybill information, and all booking information will remain as originally booked.

Dangerous Goods

In conjunction with the combined schedules and Single Operating Certificate, Delta Cargo has aligned its Dangerous Goods acceptance policy. Effective January 31, 2010, Delta Cargo's Dangerous Goods acceptance policy will apply to all Delta operated aircraft and will continue to require acceptance by authorized Delta Cargo personnel. Details of the policy can be found at deltacargo.com.

Shipments to/from Canada

Shipments between Canada and the United States will now be marketed, booked and accepted using the SkyTeam Cargo product brands. These changes are effective February 1, 2010, and apply to all cargo shipments. Details on shipping to Canada, including accounting requirements, can be found at deltacargo.com.

Call Center hours

To more effectively serve our customers, we are making changes to the hours of operation for our U.S. Based call centers. Effective February 1, 2010, the hours will be 0600-2300 EST Monday thru Friday and 0600-2100 EST Saturday and Sunday.

Please visit deltacargo.com to learn more about these changes and our closely tailored products designed to provide you with the premium service you would expect from the world's largest airline.

We thank you for your continued support as we build the premier global cargo network.

Thank You,
Delta Cargo