

August 20, 2008

Mrs. Mosken Bergh  
Gruvemyra 87  
1354 Baerums Verk  
NORWAY

Dear Mrs. Bergh:

Your email directed to our division of Corporate Communication, has been forwarded to our Executive office. I have been asked to review and respond to your concerns as they relate to our airline's refusal to provide you transportation from Oslo, Norway to Los Angeles, California in July 2009.

Your business is important to us, but unfortunately, stretcher services are not provided onboard aircraft operated by Continental Airlines. Because you stated that you would require air transportation via a stretcher, our airport staff in Norway was correct in advising that we could not accommodate your service request. Additionally, the U.S. Department of Transportation (DOT) 14 CFR Part 382 Nondiscrimination on the Basis of Disability does not mandate that an airline provide stretcher services. I feel it important to add that stretcher patients are accepted on mid-pacific flights operated by our partner, Continental Micronesia.

We truly appreciate the importance of your planned trip, and regret we could not meet your service expectations. Rest assured your disappointment will be updated in your file and shared with our senior managers via our monthly Customer Care report.

Should you have an opportunity to fly with Continental in the future, you should know that we are firmly committed to providing you with a safe and comfortable travel experience. To help meet our commitment to this goal we have placed Complaint Resolution Officials (CRO) at the airports to address disability or special needs issues that may arise during travel. A CRO is available upon requests and they will ensure we are providing appropriate services according to our policies.

In this instance, Continental Airlines did not violate any disability laws because we do not provide the special service you require for travel; however, your disappointment is heartfelt. If you feel I have not appropriately addressed this matter, please do not hesitate to contact me at 823-235-1851. I welcome your calls, and I am happy to assist you in anyway that I can. I must also advise that you have the right to contact the Aviation Consumer Protection Division of the DOT if you feel we have been unresponsive to your special service needs.

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Mrs. Bergh, thank you for bringing this matter to our attention. It is through customer feedback such as yours, that we are able to consider enhancements to the services we provide.

Sincerely,

*Janyce M. Easley*

Janyce M. Easley  
Customer Care Manager