

United Sales

Internal Communication

November 1, 2013

MileagePlus award redemption and upgrade policy changes

To Worldwide Sales

United has made a series of changes to MileagePlus award redemption requirements and Premier upgrade policy in two regions (Northern South America and intra-Asia). An overview of the changes and customer speaking points are available below to help you respond to any questions you may receive. **An external customer announcement will be distributed on Monday, November 4.**

MileagePlus award redemption requirements

For any award tickets issued on or after February 1, 2014

- Award prices for U.S. 48 to Hawaii/Alaska, U.S. to International, and wholly international itineraries are being modified. No changes are being made to U.S. 48 award prices at this time.
- Premium cabin award prices for United Saver Awards and Star Alliance Awards will be differentiated. Star Alliance Award economy pricing will continue to match the economy prices currently on the United Saver Award chart.
- Discounted and free stopovers within the mainland U.S. and Canada for Saver and Standard Awards, respectively, will be discontinued.

Complete details can be found on the [MileagePlus 2014 award chart](#).

Premier upgrade policy for Northern South America and intra-Asia

For travel on or after February 1, 2014 (regardless of booking date)

Impacted markets:

- **Intra-Asia:** Hong Kong (HKG) - Saigon (SGN)/Singapore (SIN) and Tokyo Narita (NRT) - Seoul (ICN)
- **Northern South America:** Houston (IAH) - Bogota (BOG) / Caracas (CCS) / Quito (UIO) and New York/Newark (EWR) - Bogota (BOG)

Upgrade Method	New Policy: Travel on or after February 1, 2014	Current Policy: Travel on or before January 31, 2014
Y/B/M Instant Upgrade	No longer eligible	Upgrades permitted
Complimentary Premier Upgrade (CPU)	No longer eligible	Upgrades permitted
Global Premier Upgrade (GPU)	Eligible Booking Codes Economy: W, V, Q, H, U, E, M, B, Y Premium Cabin: D, C, J	Eligible Booking Codes Economy: All revenue booking codes Premium Cabin: All revenue booking codes
Regional Premier Upgrade (RPU)	No longer eligible	Upgrades permitted
MileagePlus Upgrade Award (MUA) Co-pay	Co-pay not waived for Premiers	Co-pay waived for Premiers

For more information, please visit the [Upgrades](#) page on united.com.

Speaking points:

Why is United increasing Saver and Standard awards redemption levels?

We are increasing the number of miles required to redeem some Saver and Standard awards - the first time we've made such changes in several years - to offset the increased cost of providing award travel, particularly premium-cabin award travel and award travel on MileagePlus partner carriers. In some markets, we have reduced the number of miles required for award travel.

Why is United eliminating Complimentary Premier Upgrades (CPU) and other Premier-upgrade benefits within Asia and to/from northern South America?

There are seven intra-Asia and U.S. to South America markets where we offer special benefits for Premiers that are in line with benefits we offer to customers flying domestic and short-haul Latin America flights. The changes we're making to these Premier benefits will align the benefits with those that we offer in similar international markets, while enabling us to better satisfy demand from customers who want to purchase premium-cabin travel in those markets.

In response to general questions

Customers who book MileagePlus awards, especially premium-cabin travel awards, will continue to get great value and options, with the most saver-award availability among U.S. global carriers and the greatest number of options for booking United and partner carriers online.