

FREQUENTLY ASKED QUESTIONS FOR ATA CUSTOMERS
Updated as of April 3, 2008

After filing for Chapter 11 bankruptcy protection on April 2, 2008, ATA Airlines, Inc. discontinued all operations and cancelled all current and future flights on April 3, 2008. Following the loss of a key contract for our military charter business, it became impossible for ATA to continue operations. Unfortunately, we were not in a position to provide our customers or others with advance notice. We apologize for the inconvenience and regret the impact on passengers, employees, suppliers, and other parties.

1. What should I do if I only used the first part of my ATA ticket and now need to complete my trip?

Unfortunately, ATA has discontinued all operations and cancelled all current and future flights. If you have purchased a flight on ATA that was to take place on or after April 3, 2008, you may attempt to make arrangements on other airlines. ATA has reached out to other airlines serving its routes and asked them to assist ATA travelers. A list of other airlines serving ATA's destinations is available [here](#). However, other U.S. scheduled airlines are not obligated to honor ATA tickets.

2. Will other airlines honor unused ATA tickets?

ATA has reached out to other airlines serving its routes and asked them to assist ATA travelers. A list of other airlines serving ATA's destinations is available [here](#). Please note, however, that other U.S. scheduled airlines are not obligated to honor ATA tickets.

3. Can I ask my credit card company to refund my ticket since my ATA flight has been cancelled?

Customers who have an unused ATA ticket that was paid for by credit card should file a claim with their credit card company. Call your credit card company to find out what information they require. If you write to your credit card issuer, be sure to state your account number and enclose a photocopy of the ticket, itinerary or receipt if possible, and indicate the price of the ticket and the date it was purchased. If the ticket was partially used, identify the used and unused segments of your trip. State that ATA is in bankruptcy and has discontinued all operations, that you will not receive the services that you charged to your account and that you are requesting a credit pursuant to the Fair Credit Billing Act.

4. Will ATA refund me for unused tickets I purchased using cash or a check?

ATA is unable to provide refunds to customers who purchased tickets directly from ATA with cash or a check. You may be able to obtain a full or partial refund by submitting a claim to the Bankruptcy Court as part of ATA's Chapter 11 proceedings. However, such a filing does not guarantee a refund. If a refund is made, it may not be for the full amount of the claim, and the refund process may take a long time. We regret this inconvenience. Information about submitting a claim will be available at <http://www.bmcgroup.com/ataairlines> or by calling (888) 909-0100.

5. Can I receive a refund from ATA if I was able to complete my travel on another airline using my ATA ticket, but it cost me additional money to do so?

We regret this inconvenience. Customers should submit any claims for refunds to the Bankruptcy Court. Information about submitting a claim will be available at <http://www.bmcgroup.com/ataairlines> or by calling (888) 909-0100.

6. What if I purchased tickets through Southwest Airlines for flights operated by ATA?

Customers who purchased tickets from Southwest Airlines for flights operated by ATA should contact Southwest at (800) 308-5037 for more information.

7. Why can't ATA provide refunds for unused tickets?

ATA has filed for bankruptcy, and bankruptcy law freezes assets and prevents companies from paying pre-petition liabilities, which in this case, includes unused tickets.

8. Who can I contact about baggage or cargo claims?

ATA is not making payments for baggage or cargo claims (e.g., loss, damage, or pilferage). We regret this inconvenience. Send a copy of your claim(s) with a completed "Proof of Claim" form to the Bankruptcy Court. To receive a "Proof of Claim" form, please send an email to baggage@ata.com, with your name, address and details about your baggage and claim, as well as your ticket number and flight information. For information about submitting a claim, visit <http://www.bmcgroup.com/ataairlines> or call (888) 909-0100. Such a filing does not guarantee a refund, and the process may take a long time.

9. How will Air Freight shipments be affected now that ATA has terminated operations?

Current shipments can be retrieved at your local ATA Cargo facility. If you have made future cargo shipping plans with ATA, we regret the inconvenience but those plans can no longer be honored. You should make immediate alternative plans with other carriers for your cargo shipping needs.

10. Why didn't ATA tell me this was coming before I booked my trip?

We regret not being in a position to provide advance notice to our customers or others. ATA needed to file for Chapter 11 bankruptcy protection and discontinue all operations very quickly. A primary factor leading to these actions was the abrupt and unexpected cancellation of a key contract for ATA's military charter business, which made it impossible for ATA to obtain more funding to continue operating or restructure our business. Another factor leading to ATA's bankruptcy and shutdown was the dramatic and unprecedented increase in the price of jet fuel in recent months, which severely impacted the scheduled service part of our business.

11. Why is ATA different from other airlines that have filed for bankruptcy without major customer disruption?

Unfortunately, and unlike some other airlines that have continued to operate while in bankruptcy, ATA needed to shut down all operations and cancel all flights. Following the loss of a key contract for our military charter business, it became impossible for us to continue operations. We apologize for the inconvenience and regret the impact on passengers, employees, suppliers, and other parties.

12. What happens to the points earned by ATA Travel Awards members?

ATA's frequent flier program and all accumulated Travel Awards Points will be canceled.

13. Is there still an option to convert ATA Travel Awards Points to Southwest Rapid Rewards credits?

All Travel Awards Points will be canceled; therefore, there will be no Travel Awards Points to convert.

14. Can ATA free ticket offers, promotional vouchers or credit for future travel be used with other airlines?

We regret the inconvenience, but ATA offers, vouchers and credits are no longer valid and, as such, cannot be used for travel with any other airlines.

15. How do FlightBank members receive a refund for unused FlightBank credits?

ATA has filed for bankruptcy protection. Bankruptcy law freezes assets and prevents companies from paying pre-petition liabilities, which in this case, includes unused FlightBank credits. Information about submitting a claim for unused FlightBank credits will be available at: <http://www.bmcgroup.com/ataairlines> or by calling (888) 909-0100. Such a filing does not guarantee a refund and the process may take a long time.

16. Can ATA Airlines Visa Signature Cards still be used?

You may continue to use the ATA Visa Signature Card; however, Travel Awards Points will no longer accumulate for use. If you have specific questions about the card, please contact Barclays Bank, the card's issuer, directly.

17. Who can customers contact if they have a question that has not been addressed in this FAQ?

If after reviewing this FAQ and the information on the ATA website there are questions, customers may send an email to customer@ata.com. With the question, please provide full contact information as appropriate, including name, address, dates of travel, itinerary, and ticket numbers. ATA may be unable to provide you with a timely response.

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