



THE SECRETARY OF TRANSPORTATION

WASHINGTON, D.C. 20590

March 26, 1985

Mr. C. E. Meyer, Jr.
President and Chief Executive Officer
Trans World Airlines, Inc.
605 Third Avenue
New York, New York 10158

Dear Mr. Meyer:

Thank you for your letter committing to take voluntary action in response to widespread concern that airline computer reservations systems should be unbiased.

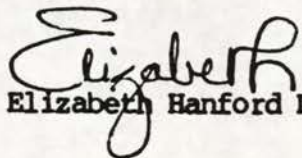
As I understand your letter, you have committed to eliminate the biased, multi-carrier secondary displays currently available through your CRS, as well as "lock-in" mechanisms. You have reserved the right to continue providing access to the reservations displays used by your own and other carriers' reservations agents, and I understand that such displays sometimes contain information on carriers other than the carrier maintaining the display. However, I understand your commitment to mean that you will not materially enhance or otherwise integrate the internal displays currently in use in order to reestablish biased, integrated displays.

I also understand your commitment to eliminate the so-called lock-in mechanism to mean that you will make reasonable efforts to ensure both that your primary displays offer the greatest ease of access and that there is no material difference in ease of access and use among the various internal displays offered in your system.

In keeping with the objective of this undertaking to eliminate discriminatory and biased secondary displays, it is my intention that internal displays not be abused by any carrier.

I greatly appreciate your cooperation in responding to my request for airlines owning computer reservation systems to reduce preferential treatment in those systems.

Sincerely,


Elizabeth Hanford Dole

Identical letters to: Richard Ferris - United Airlines
Robert Crandell - American Airlines