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Southwest Airlines Achieves Top Rating in Air Cargo Excellence

Survey Shows Southwest Excels in Overall Performance

DALLAS, April 14, 2011 /PRNewswire/ -- Southwest Airlines Cargo was recognized for excellence in *Air Cargo World's* annual Air Cargo Excellence (ACE) Survey as the winner of the "up to 199,999 tonnes" category. In addition, Southwest Airlines Cargo received the highest overall rating across all weight divisions and was the highest rated carrier in three of the four performance categories: Customer Service, Performance, and Value.

"We are very proud to receive this prestigious recognition, which is a testament to the hard work and dedication of many Southwest Airlines Employees across our system," said Southwest Airlines Vice President of Cargo and Charters Matt Buckley. "We truly appreciate that our dedication to excellence continues to be recognized by our valued Customers."

The ACE Survey, established six years ago and published annually by *Air Cargo World*, acknowledges Cargo Carriers for achievements in air cargo excellence in four key areas: Customer Service, Performance, Information Technology, and Value. The ACE rankings are based on a survey conducted by *Air Cargo World* of more than 300 members of the airline and freight forwarding industries.

Southwest Airlines' Relentlessly Reliable Employees offer Cargo Customers expedited air cargo service to more than 90 destinations across the map, including complimentary Road Feeder Service and interline destinations. With more than 200 million pounds of available cargo lift domestically per month, Southwest is proud to operate a majority of their Cargo Facilities from coast-to-coast, providing Customers with award-winning Customer Service.

In its 40th year of service, Southwest Airlines (NYSE: LUV) continues to differentiate itself from other low fare carriers—offering a reliable product with exemplary Customer Service. Southwest Airlines is the nation's largest carrier in terms of originating domestic passengers boarded, now serving 72 cities in 37 states. Southwest also is one of the most honored airlines in the world known for its commitment to the triple bottom line of Performance, People, and Planet. To read more about how Southwest is doing its part to be a good citizen, visit southwest.com/citizenship to read the Southwest Airlines One Report™. Based in Dallas, Southwest currently operates more than 3,400 flights a day and has nearly 35,000 Employees systemwide.

www.swacargo.com

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