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# Southwest Airlines And Amadeus IT Group Sign Contract To Implement A Single Reservation System For Carrier's Operations

DALLAS and MADRID, May 5, 2014 /PRNewswire/ -- [Southwest Airlines](#) (NYSE: LUV) and [Amadeus IT Group](#) (AMS: MC) announced today that they have entered into a joint contract for Amadeus' Altéa reservations solution that will support the carrier's domestic service. Amadeus' Altéa reservations solution currently supports the Company's international service, and Southwest has long indicated a desire to operate just one reservation system, operating multiple systems following the acquisition of AirTran and the launch of international service on Southwest. After months of due diligence, the airline selected Amadeus' Altéa solution based on a successful international launch and future capabilities.

"We were pleased with the international launch, and we could not be more impressed with the experience of Amadeus and the capabilities of their product," said Gary Kelly, Southwest Airlines Chairman, President, and CEO. "We are the largest domestic carrier in the United States, and we believe having one reservation system will provide a better operation for our Employees and our Customers as we embark on our very bright future domestically and abroad."

Over the next few years, Southwest and Amadeus will partner to move to a single reservation system. Until then, the airline will continue with two reservation platforms after the sunset of the AirTran brand in December 2014. Amadeus is the leading IT provider for the travel and tourism industry with a unique portfolio of new generation solutions and the largest customer base for airline passenger service systems.

"We are extremely pleased to have been selected by Southwest. Without question, this is truly a landmark IT partnership for Amadeus, and we are committed to delivering a successful transition to a single reservation system. We are confident that Southwest will enrich our global airline community and look forward to their active involvement and contributions to the future evolution of the Altéa platform," said Luis Maroto, President and CEO, Amadeus.

After two years of work, Southwest began selling international itineraries in January 2014 using Amadeus' Altéa reservation solution. The carrier will begin flying those itineraries on July 1, 2014.

"This is an exciting time in the Technology Department of Southwest Airlines, and I could not be more enthusiastic about this partnership with Amadeus," said Randy Sloan, Southwest Airlines Senior Vice President and Chief Information Officer. "There is much work ahead of us, but I am confident in our Team and the future possibilities and capabilities we will develop to help fly Southwest into the future."

Southwest is Amadeus' largest U.S. airline IT partner in terms of domestic passengers boarded annually. Amadeus has more than 100 airlines on their reservation system—mostly based in Europe, Asia, and Latin America. Once implemented, Southwest will be Amadeus' largest airline IT partner worldwide in terms of passengers boarded.

"We've had the distinct pleasure of working with Southwest to support its international flying, and we are excited to now expand our successful partnership to include domestic flying. Our joint success to date is due in no small part to the complementary cultures of our two organizations, our shared respect for our team members, and a relentless focus on execution and delivery," said Julia Sattel, Senior Vice President, Airline IT, Amadeus.

### **About Southwest Airlines Co.**

In its 43rd year of service, Dallas-based Southwest Airlines (NYSE: LUV) continues to differentiate itself from other carriers with exemplary Customer Service delivered by more than 45,000 Employees to more than 100 million Customers annually. Based on the most recent data available from the U.S. Department of Transportation, Southwest is the nation's largest carrier in terms of originating domestic passengers boarded. The airline also operates the largest fleet of Boeing aircraft in the world to serve 96 destinations in 41 states, the District of Columbia, the Commonwealth of Puerto Rico, and five near-international countries via wholly owned subsidiary, AirTran Airways. Southwest is one of the most honored airlines in the world, known for its triple bottom line approach that takes into account the carrier's performance and productivity, the importance of its People and the communities it serves, and its commitment to efficiency and the planet. The 2012 Southwest Airlines One Report™ can be found at [southwest.com/citizenship](http://southwest.com/citizenship).

From its first flights on June 18, 1971, Southwest Airlines launched an era of unprecedented affordability in air travel described by the U.S. Department of Transportation as "The Southwest Effect," a lowering of fares and increase in passenger traffic wherever the carrier serves. With Southwest Airlines, Bags Fly Free® (first and second checked pieces of luggage, size and weight limits apply), and there are no change fees when you need to change your flight. Southwest's fleet offers leather seating and the comfort of full-size cabins, a majority of which are equipped with satellite-based WiFi connectivity over the United States, which enables live and video-on-demand TV currently FREE compliments of DISH, and a new, sustainable cabin interior. Southwest acquired AirTran Airways in May 2011 and by the end of 2014 intends to complete the full integration of the AirTran network into Southwest. With 41 consecutive years of profitability, the People of Southwest and AirTran operate more than 3,600 flights a day. Southwest Airlines' frequent flights and low fares are available online at [southwest.com](http://southwest.com) or by phone at 800-I-FLY-SWA.

### **About Amadeus**

Amadeus is a leading provider of advanced technology solutions for the global travel industry. Customer groups include travel providers (e.g. airlines, hotels, rail and ferry operators, etc.), travel sellers (travel agencies and websites), and travel buyers (corporations and travel management companies).

The Amadeus group employs around 10,000 people worldwide. Amadeus has central sites in Madrid (corporate headquarters), Nice (development) and Erding (operations – data processing center) and regional offices and centers in Boston, Dallas, Miami, Buenos Aires, Bangkok and Dubai. At a market level, Amadeus maintains customer operations through 71 local Amadeus Commercial Organizations covering 195 countries.

The group operates a transaction-based business model. For the year ended December 31, 2013 the company reported revenues of €3,103.7million and EBITDA of €1,188.7 million.

Amadeus is listed on the Spanish Stock Exchange under the symbol "AMS.MC" and is a component of the IBEX 35 index.

To find out more about Amadeus please visit [www.amadeus.com](http://www.amadeus.com)

### **About Amadeus Altéa**

- The Amadeus Altéa Suite is fully integrated customer management solution for airlines which includes three modules: Altéa Inventory, Altéa Reservation and Altéa Departure Control System. The Amadeus Altéa Reservation system ensures seamless reservation service across all sales channels through the unique sharing of reservation services between all airlines and Amadeus subscribers; the Amadeus Altéa Inventory System provides inventory control, schedule management, re-accommodation and seating management services; and the Amadeus Altéa Departure Control System provides check-in, boarding pass issuance, baggage management, and aircraft weight and balance services.
- Currently more than 100 of the world's leading airlines use the Altéa platform, including British Airways, Lufthansa, Air-France KLM, TAM, Singapore, Avianca, Qatar and Qantas. In 2013, Altéa processed around 615 million Passengers Boarded (i.e. the actual number of passengers boarded onto flights operated by airlines using at least the Amadeus Altéa Reservation and Inventory modules).

### **Cautionary Statement Regarding Forward-Looking Statements**

This news release contains forward-looking statements related to the Company's selection of Amadeus' Altéa reservations solution (the "Altéa solution") to support its domestic service. Specific forward-looking statements include, without limitation, statements related to (i) the Company's expectations with respect to the Altéa solution's capabilities and its impact on the Company's operations and Customer Service; and (ii) the Company's anticipated timeline for moving to a single reservation system. These forward-looking statements are based on the Company's current intent, expectations, and projections and are not guarantees of future performance. These statements involve risks, uncertainties, assumptions, and other factors that are difficult to predict and that could cause actual results to vary materially from those expressed in or indicated by them. Factors include, among others, (i) the Company's ability to timely and effectively implement and transition to the Altéa solution; and (ii) the Company's dependence on third parties with respect to its move to the Altéa solution.

SOURCE Southwest Airlines