



**State of Nevada & Southwest Airlines**

# Agenda

- Review Discount Agreement
- Explain Southwest Airlines fares
- Support contacts for State users





# Southwest Airlines

Southwest Airlines new discounts create travel cost savings on all flights to/from Las Vegas and Reno.

- 15% off all Business Select® & Anytime fares
- 3% discount off select Wanna Get Away fares
  - Discount applies to 0-7 day Advance Purchase fares

## Departing flights

 = Change planes

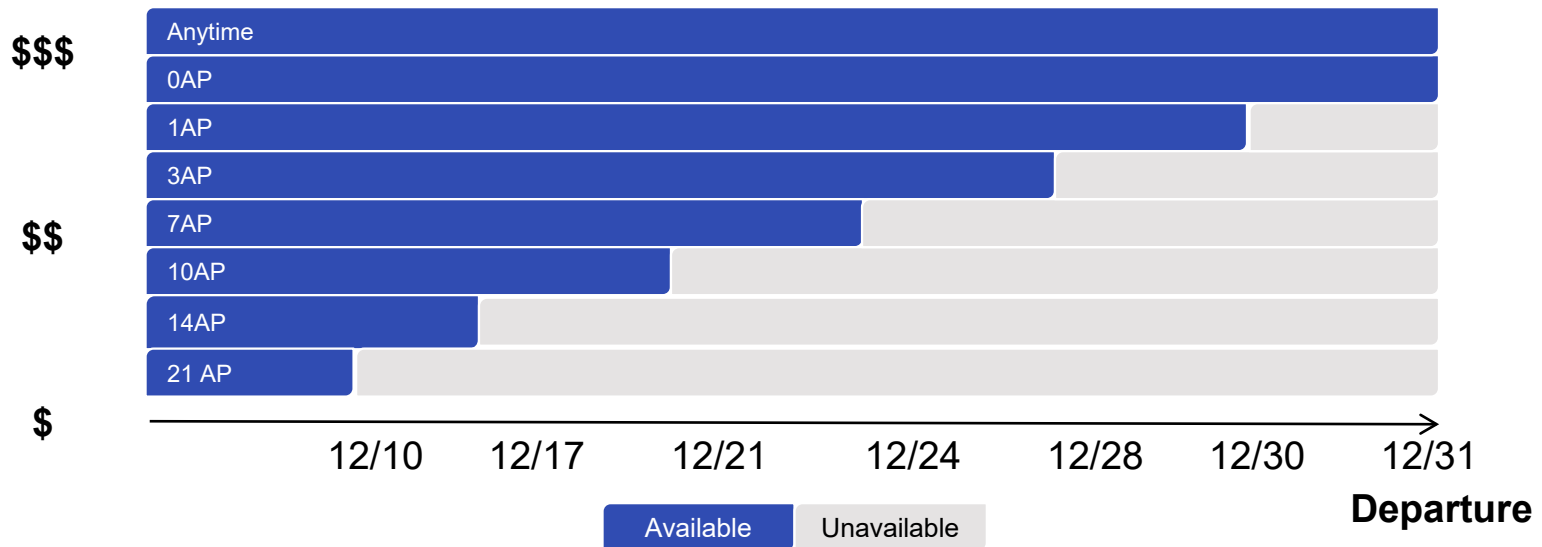
			Business Select	Anytime	Wanna Get Away
<b>Nonstop</b> # 1690	<b>6:05</b> <sub>AM</sub> → <b>7:25</b> <sub>AM</sub>	Duration 1h 20m 	<del>\$274</del> <b>\$233</b>	<del>\$249</del> <b>\$214</b>	<b>\$181</b>
<b>Nonstop</b> # 2349	<b>7:25</b> <sub>AM</sub> → <b>8:45</b> <sub>AM</sub>	Duration 1h 20m 	<del>\$274</del> <b>\$233</b>	<del>\$249</del> <b>\$214</b>	<del>\$210</del> <b>\$205</b>
<b>Nonstop</b> # 1515	<b>9:40</b> <sub>AM</sub> → <b>10:55</b> <sub>AM</sub>	Duration 1h 15m 	<del>\$274</del> <b>\$233</b>	<del>\$249</del> <b>\$214</b>	<del>\$210</del> <b>\$205</b>
<b>Nonstop</b> # 824	<b>11:05</b> <sub>AM</sub> → <b>12:20</b> <sub>PM</sub>	Duration 1h 15m 	<del>\$274</del> <b>\$233</b>	<del>\$249</del> <b>\$214</b>	<del>\$210</del> <b>\$205</b>

# Southwest Airlines Fare Breakdown

Southwest Flight Fare Benefits.	Business Select	Anytime	Wanna Get Away
<b>Refundable<sup>1</sup></b> If you cancel your flight, you are eligible to receive 100% of your ticket value as a refund to your original form of payment. Southwest Travel Funds from a previous reservation that are applied toward a Business Select Fare will be refunded as residual travel funds (RTF) since the RTF would be the original form of payment for the Business Select transaction.	✓	✓	
<b>Reusable Funds<sup>1</sup></b> If you cancel your flight, 100% of your ticket value can be applied to future travel for up to 12 months.	✓	✓	✓
<b>Same-Day Changes</b> On your original date of travel you can fly standby or make confirmed changes (if seats are available) for another flight to your destination.	applicable taxes & fees may apply	applicable taxes & fees may apply	applicable fare difference applies
<b>Priority Boarding (A1-A15)</b> Business Select <sup>®</sup> will enable you to board the plane at the beginning of the "A" boarding group.	✓		
<b>Fly By<sup>®</sup> (Priority Security Lane)<sup>2</sup></b> This lane will allow you to access the security screening process more quickly.	✓		
<b>Two Free Checked Bags<sup>3</sup></b> Plus, one carry-on bag and one personal item.	✓	✓	✓
<b>Complimentary Drinks and Snacks</b> Snacks and non-alcoholic beverages are always complimentary.	Premium Drink <sup>4</sup>	✓	✓
<b>Free Live and On-Demand Television<sup>5</sup></b> Includes a wide variety of live channels and on-demand episodes from popular TV series.	Where available	Where available	Where available
<b>Rapid Rewards<sup>®</sup> Earning Formula</b> The number of Rapid Rewards Points you will receive for your purchase.	12 x Fare	10 x Fare	6 x Fare

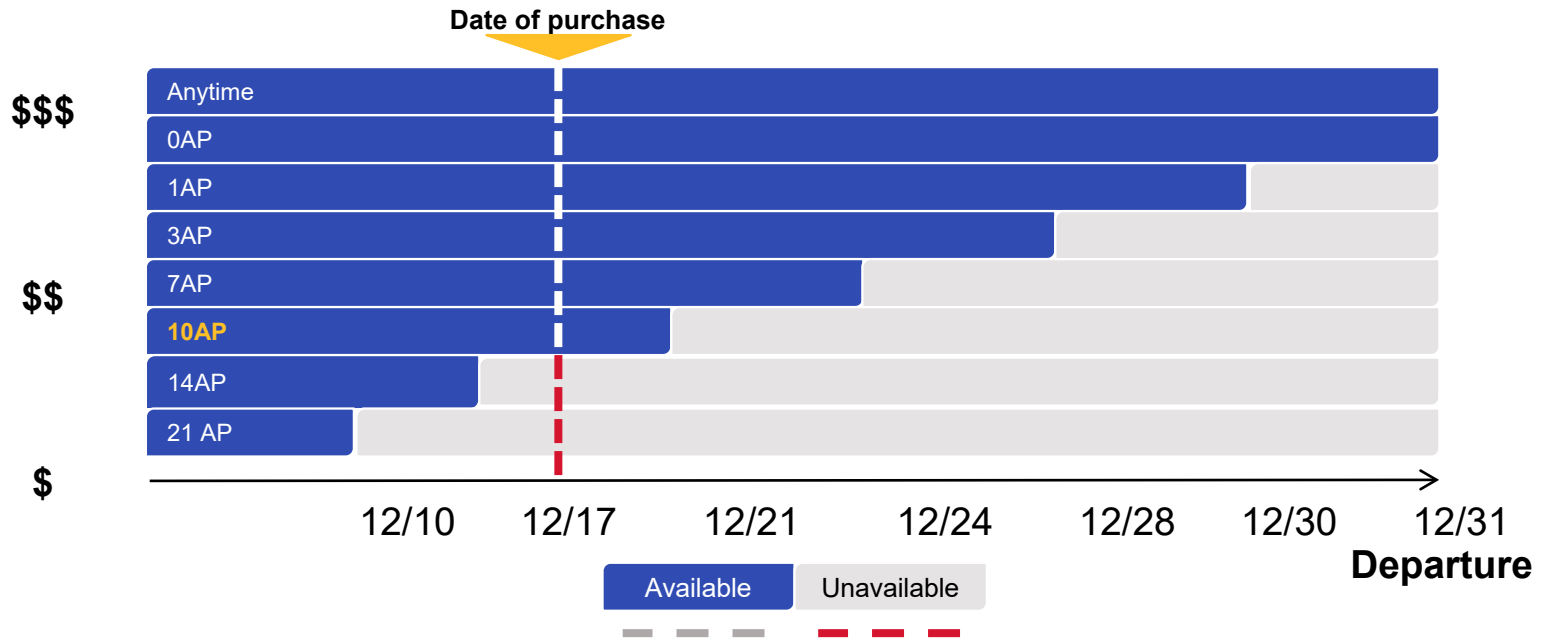
# Advanced Purchase pricing explained

- Wanna Get Away fares are filed with advance purchase requirements
- An advanced purchase requirement is a restriction that defines the last day a fare will be available on southwest.com
  - For example, a 21AP is available from the date of schedule publish until the 21<sup>st</sup> day before departure
  - At 20 days before departure, a higher priced 14AP fare will be now available, along with the 10AP, 7AP, 3AP, 1AP, and 0AP fares



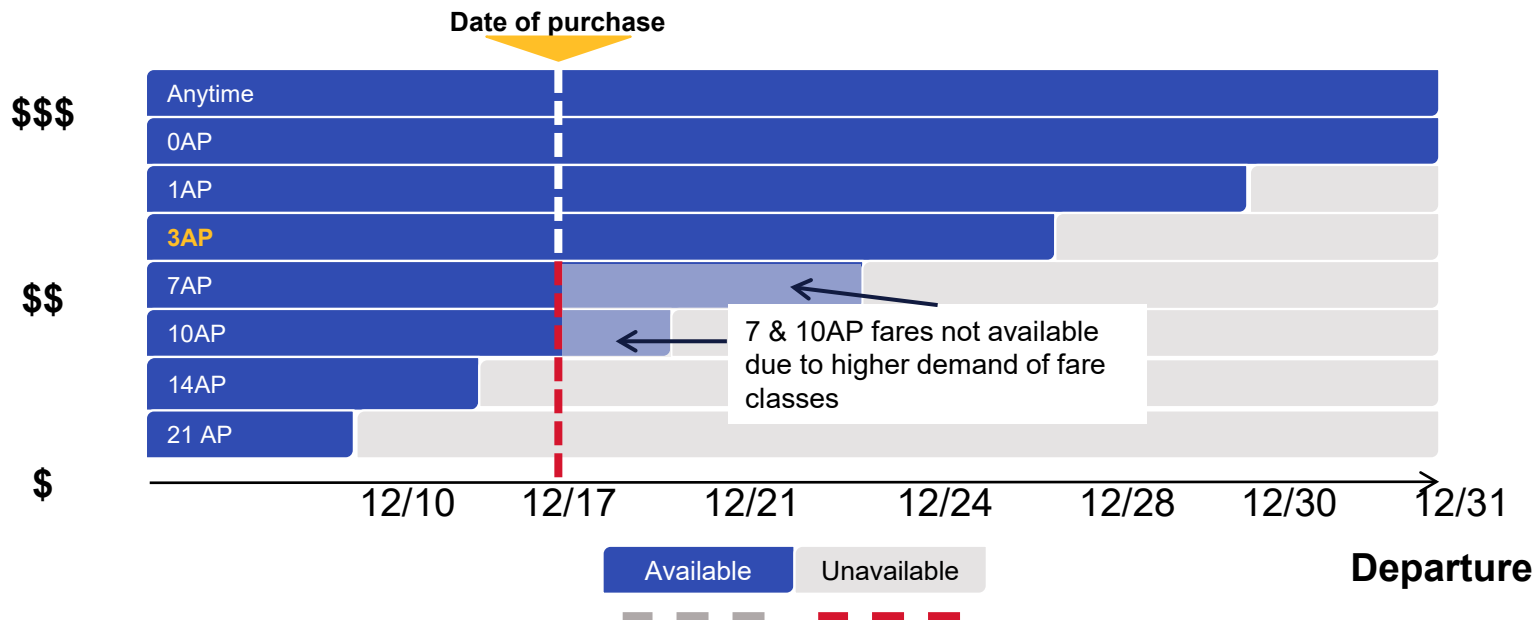
# Advanced Purchase pricing explained

- The below example shows a booking made on 12/19, twelve days prior to departure
  - On this date, Anytime, 0AP, 1AP, 3AP, 7AP, 10AP fares are available for purchase, and 14-21AP fares are closed
  - In this example, a 10AP was available and purchased



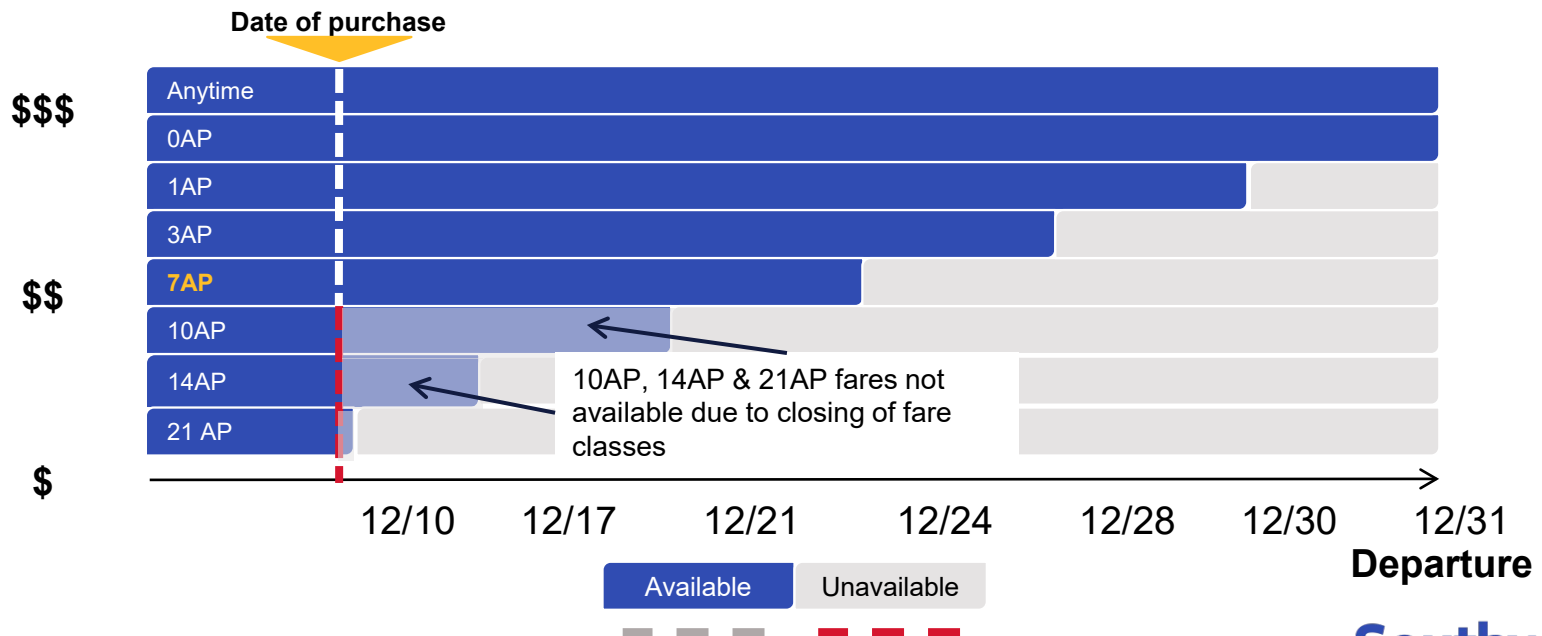
# Advanced Purchase pricing explained

- The below example shows a booking made on 12/19, twelve days prior to departure
  - On this date, by rule Anytime, 0-10 AP fares are available for purchase, and 14 & 21AP fares are closed
- Unlike the prior slide, this flight is high demand and fewer seats remain for sale
  - By rule the 7AP & 10AP fares would be available, however due to high demand, these fares are not available
  - In this example, a 3AP was available and purchased



# Advanced Purchase pricing explained

- The below example shows a booking made on 12/10, twenty-one days prior to departure
  - On this date, by rule Anytime, 0-21 AP fares are available for purchase
- Again, this flight is high demand and fewer seats remain for sale (10 & 14AP closed)
  - In this example, a 7AP was available and purchased





# Southwest Airlines Support Contacts

## Contact Information

- **Corporate Travel Helpdesk**
  - 1-877-633-4425
  - CID# 99570273
  - PIN 1861
- **SWABIZ® Helpdesk**
  - 888-479-2249
- **Customer Relations**
  - 1-855-234-4654
- **Morgan Bressler**
  - (214) 792-6971

## When to use for:

- **Corporate Travel Helpdesk**
  - Priority expedited phone line that can help with general reservation issues, and apply discounts for phone reservations
  - Do not share phone number for individual travelers
- **SWABIZ® Helpdesk**
  - Primary phone contact for SWABIZ® technical support issues
- **Customer Relations**
  - To request a refund, make a complaint or commendation, or for inquiries on your Rapid Rewards account
- **Morgan Bressler**
  - Unresolved SWABIZ® issues, new account setups, LUV Voucher requests, and additional SWABIZ® team training.