



December 5, 2008

Hon. Representative Edward J. Markey
2106 Rayburn House Office Building
Washington, DC 20515-2107

Dear Representative Markey:

On behalf of Orbitz Worldwide, thank you for your inquiry received on November 12, 2008. I appreciate your concerns for our mutual constituents – our travelers – and am pleased to provide you information about our company as well as answers to your specific questions.

Orbitz Worldwide consists of a global portfolio of online travel brands including Orbitz.com (www.orbitz.com), Orbitz for Business (www.orbitzforbusiness.com), CheapTickets (www.cheaptickets.com) and Away.com (www.away.com) in the Americas; ebookers (www.ebookers.com) in Europe; and HotelClub (www.hotelclub.com) and RatestoGo (www.ratestogo.com), hotel-only travel sites based in Australia with operations in more than 120 countries worldwide.

The personal safety of our global customer base is important to Orbitz Worldwide, and we are working to improve our operational practices focused on our communications with travelers. All of our brands have a baseline form of communication to our customers regarding major events or issues that could impact their travels that is consistent with others in the industry. Examples of this baseline form of customer communication include:

- Linking to publicly available information within our sites' FAQs (Frequently Ask Questions),
- Turning on homepage "alert banners" informing customers of important travel events,
- Posting reviews of hotel properties on our sites,
- Emailing customers about major events impacting their travels.

Our brands in the United States with access to more immediate and relevant information, Orbitz and CheapTickets, provide communications to our customers with greater consistency and frequency. Our international brands, which include ebookers, HotelClub and RatestoGo, also strive to communicate to their customers at a baseline level. We are working on our international business operations, access to pertinent information and developing technology tools to provide their customers with an experience more consistent with that of travelers in the United States.

In the case of Orbitz, our flagship leisure travel brand serving customers in the United States, we provide a higher level of service that is a hallmark of that brand's promise to its customers. Striving to make travel experiences more enjoyable and hassle-free, Orbitz uses proprietary technology, built early in its existence, to help deliver a higher level of service and information flow to our customers in addition to the baseline of service that is the current industry offering.

In 2006, we branded these additional services as OrbitzTLC. And while many of our competitors have tried to imitate our capabilities, they haven't been able to match our technology or scale. A few points on the OrbitzTLC offering:

- We employ a team of highly trained former U.S. military and commercial air traffic controllers and a meteorologist in our Chicago headquarters who alert customers on issues they'll encounter with their flights, including cancellations, gate changes and departures/arrival delays caused by a host of reasons.
- Our customer experience team is tasked with doing their best to ensure we monitor major news stories, State Department travel warnings and weather events that can impact travel, including hurricanes, transit strikes or civil unrest. And then we attempt to ensure all major events are communicated to our customers.
 - Examples include sending customers warnings about travel to Mumbai in November 2008 during a terrorist attack, Paris during the 2007 riots and security measures regarding liquids and gels instituted by TSA immediately following the London terror incident in August 2006.
- We developed proprietary technology at Orbitz that helps us communicate these issues to our customers en masse through a sophisticated alert system where we can contact customers via emails, text messages or a phone call.
- Since 2003, when we started tracking our outbound alerts, we've sent more than 100 million alerts to our customers warning them of challenges they could experience during their travels.
- From 2006-2007, we invested in new technologies at Orbitz.com outside of our alerts system that focused on building mobile phone and social media capabilities to support customers while they are on-the-go and away from their office or home computers.
 - Orbitz Mobile Access (mobile.orbitz.com) helps consumers with Web-enabled phones find information regarding flight status and hotel availability. One need not be an Orbitz customer to take advantage of this service.

- o Orbitz Traveler Update (updates.orbitz.com), in beta test since September 2007, is integrated into our homepage and enables customers to warn each other about conditions, e.g. long security wait lines or traffic, at more than 40 U.S. airports across the country by posting their insights to message boards via mobile phone or computer. The site also includes historical security line wait times collected by TSA, weather and traffic information. One need not be an Orbitz customer to take advantage of this service.

The attachments to this letter (Appendix I and Appendix II) address your specific questions to the best of our ability and provide relevant examples of our communications with customers.

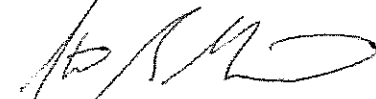
Orbitz Worldwide appreciates the opportunity to explain to your office these steps we have taken to serve our customers. We are continually looking for opportunities to improve the travel experience, and we have invested heavily in creating customer care offerings that drive traveler satisfaction.

Orbitz Worldwide believes that further development of innovative information technologies for the travel industry will enhance our ability to serve customers by alerting them to challenges they may face while traveling. We have taken what we think are impressive first steps in our industry to use technology to reach our customers en masse to inform them of these challenges and we have tested ways they can share information with each other. We continue to improve our own operational practices to better serve our customers, and we continue to seek out accurate information about destinations which we can share with travelers. As we seek an ideal customer experience, the biggest challenge will be accessing reliable sources of information that can help our company determine whether we should allow travelers to continue booking a specific destination or property on our sites. Some of these sources of information can be provided by the supplier, and the government can also play a role in aggregating this data.

Orbitz Worldwide looks forward to working with your office to improve the travel industry, and we look forward to continued dialogue.

If you have further questions, please feel free to contact me or our Vice President of Government Affairs, Brian Hoyt, bhoyt@orbitz.com or 202-336-5106.

Best regards,



Steve Barnhart
CEO and President, Orbitz Worldwide

**Appendix I: Attachment to Letter to Hon. Representative Edward Markey
December 5, 2008**

1. Do you always inform your customers of U.S. Department of State Travel Warnings? If so, how? If not, why?

A: For our brands in the United States, Orbitz and CheapTickets, access to State Department Travel Warnings are available via our site's FAQ section. Via our proprietary alert system (mentioned in our response letter and branded as OrbitzTLC) and since we started tracking outbound customer notification data in 2006, Orbitz Worldwide has proactively sent customers more than 750,000 alerts related to either State Department warnings/alerts, weather conditions like hurricanes, or other news events that have impacted our travelers. These alerts are sent for what our internal team would consider to be "major events" on a frequent basis, and primarily go to customers of our U.S.-based brands, Orbitz and CheapTickets. On occasion, our international brands, ebookers, HotelClub and RatestoGo, also inform customers of conditions that impact their travel. Our team of customer care professionals, around the world, does their best to review these warnings and events, identify impacted travelers and alert them of the pertinent information related to their travels. We do this consistently in the United States as a value add to our customers; and we continue to work to improve the consistency of these communications for our customers abroad.

2. Do you always inform your customers of U.S. Department of State Travel Alerts? If so, how? If not, why?

A: For our brands in the United States, Orbitz and CheapTickets, access to State Department Travel Alerts are available via our site's FAQ section. Via our proprietary alert system (mentioned in our response letter and branded as OrbitzTLC) and since we started tracking outbound customer notification data in 2006, Orbitz Worldwide has proactively sent customers more than 750,000 alerts related to either State Department warnings/alerts, weather conditions like hurricanes, or other news events that have impacted our travelers. These alerts are sent for what our internal team would consider to be "major events" on a frequent basis, and primarily go to customers of our U.S.-based brands, Orbitz and CheapTickets. On occasion, our international brands, ebookers, HotelClub and RatestoGo, also inform customers of conditions that impact their travel. Our team of customer care professionals, around the world, does their best to reviews these alerts and events, identify impacted travelers and alert them of the pertinent information related to their travels. We do this consistently in the United States as a value add to our customers; and we continue to work to improve the consistency of these communications for our customers abroad

3. Do you always inform your customers of U.S. Department of State Country Specific Information relevant to their travel, especially regarding crime, safety and security, medical facilities and health information, traffic safety and road conditions, and aviation safety oversight? If so, how? If not, why not?

A: First, Orbitz Worldwide does its best to communicate available information relevant to a country destination where our customers are planning to travel when U.S. government officials or news media makes that information easily accessible. Our experience with State Department Travel Warnings and Alerts, however, is that they are often vague. It is not uncommon for there to be no actionable information beyond "exercise caution." Often, the warnings are focused on a region of the world our customers are not traveling. Through our alert system (mentioned above), we can quickly disseminate relevant information to our customers. Our communications, however, do not always include specific destination information regarding crime, safety and security, medical facilities and health information, traffic safety and road conditions, and aviation safety oversight.

An example of our recent communications to travelers, via email and onsite, is included in the attached, Appendix II.

Second, Orbitz Worldwide communicates information to its customers that is as specific as it is readily available in the marketplace. With access to more than 80,000 properties worldwide, we need to rely on our suppliers accurately providing information to us as a proxy for the consumer. These hoteliers need to also communicate events within their properties or surrounding areas to our network of on-the-ground hotel market managers in the Americas, Europe and Asia Pacific. Additionally, while we are open to providing more detailed information about specific country destinations, we encourage our customers to take on the responsibility of being an informed tourist beyond the data we are capable of providing. Within our site's terms and conditions, we encourage customers to take on the responsibility of researching a destination before they travel.

Finally, it is worth mentioning that Orbitz Worldwide includes links within its website to government and other informational sites in several key areas places:

- **Our OrbitzTLC section:**
<http://www.orbitz.com/App/ViewOverseasTravel?z=3549&r=30>
- **In our Frequently Asked Questions:**
https://faq.orbitz.com/cgi-bin/orbitz_faq.cfg/php/enduser/std_adp.php?p_faqid=135&p_sid=MF4B*ejj&search=1
- **And in our confirmation e-mails, through a partnership with ABriggs:**
http://www.abriggs.com/high_level/FER_B/brazil_FER.php
- Orbitz Worldwide travel sites, outside the U.S., like ebookers, turn on homepage banners during major events impacting travel with relevant links during a crisis, and also include links of information within their FAQ's on their sites throughout Europe.

4. Do you always provide customers with information regarding the emergency medical services available at the hotels and resorts advertised on your site? If so, how? If not, why not? If you do, how do you validate the accuracy of that information? How frequently?

A: Orbitz Worldwide does not typically inform its customers about the emergency medical services available at the hotels and resorts accessible through our sites. This is not information that we would consider to be readily available from our suppliers or accessible through other information resources. Orbitz Worldwide does, however, offer Travel Insurance, which includes an emergency assistance program:

http://www.orbitz.com/App/PerformMDLPDealsContent?deal_id=Travel-Insurance

5. Has your company ever terminated its relationship with a foreign vacation destination as a result of poor health or safety record at its facilities? If yes, please provide the number of terminations that have occurred for this reason in the past two years?

A: Orbitz Worldwide's service operations center in Chicago, and our technology teams around the world, work hard to ensure our customers aren't making travel bookings to dangerous areas of the world. For instance, and by law, we suppress travel to Cuba. Additionally, for similar legal or safety reasons, we've limited the ability to book travel to places like Iran, the Sudan, Syria, Iraq, North Korea, Myanmar, Somalia, Lebanon, Ethiopia, Angola, Afghanistan, Ghana, Liberia and Rwanda. We have also taken steps to turn off individual hotel properties within specific destinations inside and outside the United States in the event we felt our customers were at risk or even edit the hotel description on our site when the property wasn't of the quality advertised by the supplier.

6. Does your company collect, in a systematic manner, complaints from customers about poor medical care, unsafe or unsanitary facilities or other health-related problems they experienced at vacation destinations booked through your site? If yes, how does your company use such information? Is it made available to individuals who are considering purchasing a vacation trip to a destination about which your company has received health or safety complaints? If not, why not?

A: First, hundreds of thousands of hotel reviews are written by Orbitz Worldwide customers who we know have actually stayed the property they are reviewing. The reviews are displayed on our sites and can forewarn others of their experience. We post all points of view on a property. Other competing websites let anyone post comments about a hotel property. We view our offering as an improved value for consumers because the reviews contain unedited comments direct from a consumer who has actually stayed at the property.

Second, we update our call center service agents' knowledge database with information that includes links to the Department of State information where applicable, and other travel related concerns identified by our customer care professionals. Our call center agents also have access to information about specific customers' travel itineraries so that we can identify affected groups of customers by destination, airline flight, or date of travel, and reactively or proactively change

their tickets or hotel bookings, as necessary and often without additional effort or expense to the consumer.

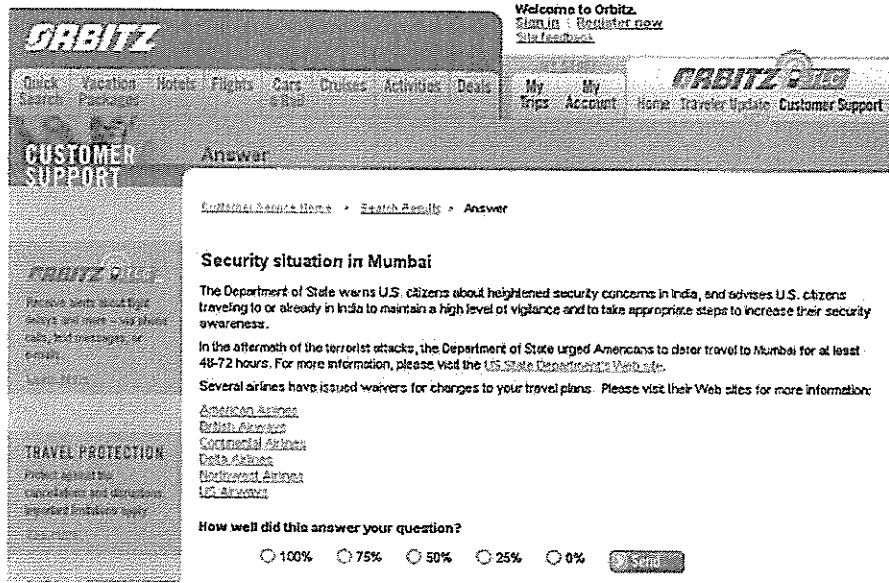
Finally, Orbitz Worldwide has a process in place for monitoring customer complaints about destination concerns. These comments from customers come primarily via email, but we also track their comments via our call centers. The process includes monitoring feedback about customer's satisfaction, property quality, service issues and security/safety concerns about the property or destination. These concerns are in most cases -- especially regarding customer safety -- reviewed, confirmed and validated by our local hotel market managers, which span the Americas, Europe and Asia Pacific. As a result of these investigations, Orbitz Worldwide has removed specific properties from our inventory of bookable hotels. We have also proactively removed properties prior to any investigation to ensure customer safety while an investigation was ongoing. This is a very rare and uncommon experience.

7. What other information do you provide on your site to inform visitors of the potential risks associated with international travel to the various destinations marketed by your company?

A: Orbitz Worldwide takes the proactive steps, when possible, to remove unsafe access to inventory before the travel search even begins and before the booking occurs. We include travel news on Orbitz.com. When conditions at a destination change post-booking, e.g. civil unrest or a hurricane, and we can access information helpful to our customers, we proactively provide them information that could impact their travels via our alert system.

Appendix II: Attachment to Letter to Hon. Representative Edward Markey
December 5, 2008

1. Example: Screen shot of State Department Travel Warnings within Orbitz.com FAQ section of website.



2. Example: Orbitz Worldwide customer alert (sent via email to customers) regarding security conditions within Venezuelan aviation system.

Subject: Venezuela travel advisory

Dear John Doe,

This is an update from OrbitzTLC to let you know that the U.S. Department of Homeland Security's Transportation Security Administration recently issued a travel advisory for Venezuela.

On September 8, 2008, the TSA announced that it has been unable to assess the security measures at international airports in Venezuela that serve as the last point of departure for nonstop flights to the United States.

The TSA has mandated that all travelers flying to, or returning from, Venezuela be advised the TSA is unable to determine whether Venezuelan airports maintain and carry out effective aviation security measures in accordance with the standards and recommended practices established by the International Civil Aviation Organization, and that a security deficiency may exist.

For more information, please visit www.tsa.gov.

Sincerely,

The OrbitzTLC Team

Attachment to Letter to
Hon. Representative Edward Markey
Insert Date

3. Example: Orbitz Worldwide customer alert (sent via email to customers) regarding security conditions within Bolivia.

Subject: Bolivia travel warning

Dear Jane Doe:

Here at the OrbitzTLC Center, we're always keeping an eye on news that may affect your travel plans.

We wanted to advise you that the U.S. State Department has issued a travel warning for Bolivia due to what it describes as an unstable social and security situation.

The State Department suggests U.S. citizens should consider deferring non-essential travel to Bolivia. Travelers in Bolivia are advised to remain vigilant, to avoid demonstrations and to monitor news reports and the U.S. embassy Web site at <http://bolivia.usembassy.gov>.

Travelers also are encouraged to register at the U.S. embassy in La Paz (Av. Arce 2780) or online at <https://travelregistration.state.gov>.

U.S. citizens who need assistance in Bolivia can call the embassy's Consular Section at (591) 2-216-8297 or at 216-8500 after hours or on weekends.

For more information, please read the State Department's travel warning at http://travel.state.gov/travel/cis_pa_tw/tw/tw_4358.html.

Thank you for traveling with Orbitz.

Sincerely,

The OrbitzTLC Team

4. Example: Security line wait times at San Francisco International Airport

ORBITZ TRAVELER UPDATE
 San Francisco (SFO) Change airport: San Francisco (SFO)
 Quiet View | Traveler Updates | Airport Flight Status | **Security Wait Times** | Traffic | Weather | Airport Guide

Security Wait Times

These wait times are provided directly by the TSA, and represent an average of the last 30 days. They are not real time. For the latest conditions as reported by fellow travelers, check out the latest Traveler Updates.

Find the best security checkpoint for your flight:

Airline: United Airlines Day: Friday Departure hour: 10-11 am PST

United Airlines Friday, 10-11 am PST

	Terminal 3 - Boarding Area F - East Checkpoint	Terminal 3 - Boarding Area F Checkpoint near Gates 74-75	Terminal 3 - Boarding Area F - West Checkpoint	International - Boarding Area G Checkpoint
Minutes	60	60	60	60
20				
0				
Time of day	Time of day	Time of day	Time of day	Time of day

5. Example: ebookers.com homepage banner regarding Mumbai and Bangkok security situations

ALERT!!! Following incidents in Bangkok and Mumbai your journey may be affected if travelling to either of these destinations. [Click here for further information.](#)

The screenshot shows the ebookers.com homepage. At the top, there is a prominent banner with the text "ALERT!!! Following incidents in Bangkok and Mumbai your journey may be affected if travelling to either of these destinations. Click here for further information." Below the banner is the ebookers logo and a navigation menu with links for Home, Flights, Hotels, Flight + Hotel, Car Hire, Insurance, Deals, Customer Service, My Bookings, and My Account. The main content area is divided into sections for "Flight only", "Flight + Hotel", and "Flight + Hotel + Car". There is a search form with fields for "From City name or airport", "To City name or airport", "Leave dd/mm/yy", "Return dd/mm/yy", and "Anyline". A large price tag of "299" is displayed. To the right, there is an image of a person sitting on a beach. Below the search form, there is a section titled "Holidays by theme" with links for "New markets", "Short breaks", "City breaks", "Beach holidays", "Be and Cruise", and "Winter sun".

6. Example: Links to State Department Travel Warnings within CheapTickets FAQ section of the website.

The screenshot shows the CheapTickets website. At the top, there is a navigation menu with links for Home, Vacation Packages, Hotels, Cars & Rail, Cruises, Flights, Event Tickets & More, Last Minute Trips, Customer Service, and Cheap at the Wheel. Below the navigation menu, there is a search bar and a "Search Results" section. The search results show a link to "Customer Service Home" and "Search Results". The main content area is titled "Where can I get U.S. Department of State travel warnings and public announcements?" and includes a link to "Access the U.S. Department of State's travel warnings and public announcements at U.S. Department of State Travel Warnings and Consular Information Sheets." Below the search results, there is a poll titled "How well did this answer your question?" with radio buttons for 100%, 75%, 50%, 25%, and 0%.

7. Example: Disclaimer in Orbitz.com Terms and Conditions encouraging travelers to research international destinations prior to travel.

International Travel

Although most travel, including travel to international destinations is completed without incident, travel to certain destinations may involve greater risks than others. We urge you to review and evaluate travel prohibitions, warning, announcements, and advisories issued by the government and the aviation administration before booking travel to international destinations. Information on conditions in various countries and the level of risk associated with travel to particular international destinations can be found at our Travel Watch section, which provides country specific information, information of rules, warnings, visa requirements, etc. as well as on public sites, such as www.state.gov, www.tsa.gov, www.dot.gov, www.faa.gov, www.cdc.gov, www.treas.gov/ofac, and www.customs.gov.

By offering for sale travel to particular international destinations, Orbitz does not represent or warrant that travel to such point is advisable or without risk. Orbitz does not accept liability for damages, losses, or delays that may result from improper documents for entry, exit, length of stay, or from travel to such destinations.