Your Southwest® Business Team

**Lead Account Manager**

*Morgan Bressler* is your main contact at Southwest Airlines®, responsible for fostering our TTU System travel relationship. Her primary goal is to understand your priorities and become your trusted advisor.

**Customer Success Consultant**

*Kaylee Moeakiola* is responsible for Team Selling, with a focus on contract implementation, traveler engagement strategies, and creating communication pieces showcasing the benefits of flying Southwest Airlines.

**Sales Analytics Consultant**

*Kat Chang* is responsible for providing analytical insights about our partnership, including information on savings opportunities and market share analysis.

**Senior Manager, State & Higher Ed Sales**

*Sam Unell* leads our Higher Education and State Government sales team. She oversees our efforts to grow mutually beneficial partnerships with Customers like you.
The most flexible airline
Southwest® offers the most flexibility out of all U.S.-based carriers.

- Bags fly free
- No change fees
- Same-day change/standby
- No cancel fees
- Flight credits don't expire
- Rapid Rewards points don't expire
- No blackout dates for Rapid Rewards award bookings

¹When comparing checked baggage policies, ticket/flight change fee policies, and flight credit expiration policies for Southwest's Wanna Get Away fares to basic economy or other entry level fares flown by U.S.-based carriers flying on routes solely within the 50 United States and Washington D.C. Policies are compared based on customers without certain airline status, credit cards, corporate agreements or other memberships. "First and second checked bags" Weight and size limits apply. Fare difference may apply. If there's an open seat on a different flight that departs on the same calendar day as your original flight and it's between the same cities, you can get a seat on the new flight free of airline charges. If there isn't an open seat on this different flight, you can ask a Southwest Gate Agent to add you to the same-day standby list for a flight between the same city pairs that departs on the same calendar day prior to your originally scheduled flight, and you will receive a message if you are cleared on the flight. For both the same-day change and same-day standby benefits, you must change your flight or request to be added to the same-day standby list at least 10 minutes prior to the scheduled departure of your original flight or the no-show policy will apply. Based on the flight status contact preference selected during booking, the message regarding your standby status will be an email or text message with a link to access the boarding pass via the Southwest app, mobile web, or you can visit a Southwest Gate Agent to print off the boarding pass. If there are any government taxes and fees associated with these itinerary changes, you will be required to pay those. Your original boarding position is not guaranteed. Failure to cancel a reservation at least 10 minutes prior to scheduled departure may result in forfeited flight credits. All Rapid Rewards rules and regulations apply and can be found at Southwest.com/trterms.

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Proprietary & Confidential
Let’s break down the fares and benefits.

If you need to make a change, there are no change fees¹ on any flight with Southwest®. Easy-peasy.

<table>
<thead>
<tr>
<th>Service</th>
<th>Business Select</th>
<th>Anytime</th>
<th>Wanna Get AwayPlus™</th>
<th>Wanna Get Away®</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapid Rewards® earning formula</td>
<td>12x fare</td>
<td>10x fare</td>
<td>8x fare</td>
<td>6x fare</td>
</tr>
<tr>
<td>Two bags fly free²</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>No change or cancel fees</td>
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<td>✔</td>
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<td>Flight credit if you cancel³</td>
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<td>✔</td>
<td>✔</td>
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<tr>
<td>Transferable Flight Credit™ for Rapid Rewards Members⁴</td>
<td>✔</td>
<td>✔</td>
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<td>✔</td>
</tr>
<tr>
<td>Same-day confirmed change⁵</td>
<td>✔</td>
<td>✔</td>
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</tr>
<tr>
<td>Same-day standby list⁶</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Refundable⁷</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Priority and Express Lanes⁸</td>
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<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Automatic check-in⁹</td>
<td>A1-A15 Priority boarding</td>
<td>EarlyBird® included</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Premium drink (on flights 176 miles or more)¹⁰</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

¹If you need to change an upcoming flight itinerary, you’ll only pay the cost in fare differences. ²First and second checked bags. Weight and size limits apply. ³You may cancel a reservation at least 10 minutes prior to scheduled departure or result in forfeited flight credits. ⁴Flight credits for non-refundable fares will be issued as long as the flight is canceled more than 10 minutes prior to scheduled departure. ⁵Flight credits unclaimed or canceled on or after July 23, 2022 will expire and will show an expiration date until a system reset. ⁶A flight credit with an expiration date on or before July 27, 2022 is expired in accordance with its existing expiration date. See My Account for flight credit expiration dates, if any. ⁷Transferable Flight Credit™: Transferable Flight Credit™ allows you to transfer your flight credit to someone else. Both must be Rapid Rewards Members and one transfer is permitted. Transferable Flight Credit™ expiration or transfer on or after July 28, 2022 do not expire and will show an expiration date until a system reset. A Transferable Flight Credit with an expiration date on or before July 27, 2022 is expired in accordance with its existing expiration date. See My Account for flight credit expiration dates. ⁸Business channel, there is a limitation: transfer only between employees within the organization. ⁹Any change or cancellation made on or after within 10 minutes of scheduled departure of each flight on Southwest.com or the Southwest app or mobile web. You will receive a message on the contact preferences selected during booking if you are chosen on the flight. For both same-day change and same-day standby, you must change your flight or request to be added to the same-day standby list at least 10 minutes prior to the scheduled departure of your original flight. The system will apply. If using the app or mobile web for standby, you must have your email 30 minutes before scheduled departure. You will be required to pay any government taxes and fees associated with those itinerary changes and refunds will be provided. Your original boarding position is not guaranteed. Southwest Business customers booked through travel agents may need to see Southwest.com at the airport for both same-day change or standby listing. See Southwest.com for more details. ¹⁰Priority: As long as you cancel your reservation at least 10 minutes prior to the scheduled departure of your flight. If you cancel, you will receive 100% of your ticket value as a refund to your original form of payment. A Southwest flight credit from a previous reservation that is applied toward a Business Select or Anytime Fare will be refunded as a flight credit. ¹¹EarlyBird Check In means you will automatically be checked in to your flight 24 hours prior to scheduled departure. For Anytime passengers, passengers between 3A and 3D, the boarding position assignment process has begun, so this may impact the boarding position assigned to you. A purchase is guaranteed with a $74 fee to reserve a seat with at least 24 hours of your flight scheduled before departure. If you do not receive EarlyBird Check In credit, in an irregular operation situation, your boarding position is not guaranteed. ¹²Fares starting 75 Flights offer only same water drink.
Our Rapid Rewards® program gets you to the fun stuff faster.

Earn reward flights faster and easier with Rapid Rewards®. Every business trip gets you closer to a weekend getaway or much-needed vacation.

- **Our points don’t expire**
- **No blackout dates**
- **Unlimited reward seats**
- **Freddie Awards’ Program of the Year for the past eight years***

*Since 2001, Southwest Airlines® has won more Freddies than any airline in the world. Southwest Airlines Rapid Rewards has won Program of the Year for eight years from 2016-2023.*
Rapid Rewards® tier status

As an A-List Member, you’ll receive great benefits like priority boarding and same-day change

A-List

Get to your destination even faster and easier. Simply fly 20 qualifying one-way flights or earn 35,000 qualifying points in a calendar year.

- Priority boarding
- 25 percent additional earning bonus
- Same-day standby
- Priority check-in
- By® priority lane
- Dedicated phone line

A-List Preferred

Receive all of the standard A-List benefits and the added benefits below. Simply fly 40 qualifying one-way flights or earn 70,000 qualifying points in a calendar year.

- Priority boarding
- 100 percent additional earning bonus
- Two free alcoholic beverages
- Same-day standby
- Priority check-in
- Fly By® priority lane
- Dedicated phone line
- Free inflight WiFi

All Rapid Rewards rules and regulations apply and can be found at Southwest.com/rrterms.

1Boarding positions will be automatically reserved for you and the passengers on your reservation 36 hours prior to the flight. You and Passengers on your reservation will still need to check in within 34 hours of scheduled departure to retrieve your boarding passes. Some restrictions apply. These restrictions include, but are not limited to, your reservation must be booked 36 hours prior to scheduled departure, and on Group Travel itineraries, priority boarding will only apply to A-List and A-List Preferred Members. 2Beginning November 2023. Must be 21+ to consume. 3on or before December 31, 2020, A-List and A-List Preferred Members will travel free same-day standby benefits. Beginning January 1, 2023, A-List and A-List Preferred Members will have same-day standby benefits free of airline fees but will be required to pay any additional government taxes and fees associated with changes in their itinerary. On the day of travel, please see a Customer Service Agent at the airport for this benefit and for information regarding any additional government taxes and fees. This benefit is not available at Southwest® kiosks. This benefit will be provided for A-List and A-List Preferred Members traveling prior to the original scheduled departure, between the same city pairs, on the original date of travel, where a seat is available. On flights that do not meet these qualifications, A-List and A-List Preferred Members will receive priority standby and will be required to pay the difference in fare and any additional government taxes and fees if a seat becomes available. A-List Preferred Members will be prioritized ahead of A-List Members. If an A-List or A-List Preferred Member is traveling on a multiple-Passenger reservation, same-day standby and priority standby will not be provided for non-A-List or non-A-List Preferred Members in the same reservation. For A-List and A-List Preferred Members who have also qualified for a Companion Pass, A-List and A-List Preferred Benefits are not available to the Companion unless the Companion is also an A-List or A-List Preferred Member. If a window seat is available, Southwest/ By® will grant check-in and security lane access where available. For a complete list of available By® locations, visit Southwest/By®. Streaming access for 18+ a day per device on WiFi-enabled aircraft. Price is subject to change. May not be available for duration of flight. In order to provide a top-of-the-line WiFi experience, we prohibit access to certain high-bandwidth applications and websites, including Netflix, HBO GO®, and VoIP. We also prohibit access to certain obscene or offensive content.
## TTU HSC | Southwest Airlines Contract Benefits

August 1, 2023 – December 31, 2024

<table>
<thead>
<tr>
<th>Origin</th>
<th>Destination</th>
<th>Active TTU HSC Discounted Airfare</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Business Select®</td>
</tr>
<tr>
<td>LBB</td>
<td>ALL</td>
<td>5%</td>
</tr>
<tr>
<td>AMA</td>
<td>ALL</td>
<td>5%</td>
</tr>
<tr>
<td>ELP</td>
<td>ALL</td>
<td>5%</td>
</tr>
<tr>
<td>DAL</td>
<td>ALL</td>
<td>5%</td>
</tr>
</tbody>
</table>

- Must book through [SWABIZ](#) to access discounts
- TTU HSC SWABIZ Company ID Number is 99771335
- Travelers can keep their Rapid Rewards points earned from business travel
Get onboard with SWABIZ.

To ensure you and TTU HSC receive maximum benefits, book your business travel via SWABIZ – Southwest Airlines’ free online booking and reporting tool.

Steps include:

2. Click on Login. From Login, select the Traveler tab.
3. Enter your Company ID number, 99771335.

Click the dropdown to add your personal Rapid Rewards® account number to earn points on qualifying flights for future travel. Check the “Remember me” box to save time when you log in next.

Not a Rapid Rewards Member? Enroll now!

SWABIZ benefits include:

- Traveler booking.
- Booking on behalf.
- Stored travel card.
- Expense integration.
- Point of sale discounts.
- Robust reporting.
- Tracking for flight credits.
- Modify reservations on the Southwest mobile app or Southwest.com.

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1 All Rapid Rewards rules and regulations apply and can be found at Southwest.com/trterms.
2 Qualifying flights include flights booked and flown through Southwest and flights paid entirely with dollars. Southwest LUV Vouchers, gift cards or flight credits, and no portion of the purchase price paid for with Rapid Rewards points or Rapid Rewards Business points.
3 Discounts available on select Wanna Get Away, Wanna Get Away Plus, Anytime, and Business Select Fares.
4 Flight credits unexpired on or created on or after July 28, 2022, do not expire. Visit Southwest.com/experience for details.