



TTU HSC

Southwest Airlines Partner Benefits

February 28, 2024

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. ²First and second checked bags. Weight and size limits apply. ³Fare difference may apply. ⁴If 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. ⁵Failure to cancel a reservation at least 10 minutes prior to scheduled departure may result in forfeited flight credits. ⁶All Rapid Rewards rules and regulations apply and can be found at [Southwest.com/rtrterms](https://southwest.com/rtrterms).

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.

	Business Select [®]	Anytime	Wanna Get Away Plus [™]	Wanna Get Away [®]
Rapid Rewards [®] earning formula	12x fare	10x fare	8x fare	6x fare
Two bags fly free ²	✓	✓	✓	✓
No change ¹ or cancel ³ fees	✓	✓	✓	✓
Flight credit if you cancel ⁴	✓	✓	✓	✓
Transferable Flight Credit [™] for Rapid Rewards Members ⁵	✓	✓	✓	—
Same-day confirmed change ⁶	✓	✓	✓	Fare difference may apply
Same-day standby list ⁶	✓	✓	✓	Fare difference may apply
Refundable ⁷	✓	✓	—	—
Priority and Express Lanes ⁸	✓	✓	—	—
Automatic check-in ⁹	A1-A15 Priority boarding	EarlyBird [®] included	\$	\$
Premium drink (on flights 176 miles or more) ¹⁰	✓	\$	\$	\$

¹If you need to change an upcoming flight itinerary, you'll only pay the cost in fare difference.

²First and second checked bags. Weight and size limits apply.

³Failure to cancel a reservation at least 10 minutes prior to scheduled departure may 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 the scheduled departure. Flight credits unexpired on or created on or after July 28, 2022 do not expire and will show an expiration date until our systems are updated. A 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.

⁵Transferable Flight Credit[™]: Transferable Flight Credits[™] allows you to transfer your flight credit to someone else. Both must be Rapid Rewards[®] Members and only one transfer is permitted. Transferable Flight Credits[™] unexpired on or created on or after July 28, 2022 do not expire and will show an expiration date until our systems are updated. A Transferable Flight Credit with an expiration date on or before July 27, 2022, is expired in accordance with its existing expiration date. For bookings made through a Southwest Business channel, there is a limitation to transfer only between employees within the organization.

⁶Same-day change: On the day of travel, you can switch free of airline charges to another flight with space available departing on the same calendar day between the same origin airport and destination airport as your original flight. With the exception of A-List Preferred and A-List Members, Customers who purchase Wanna Get Away fares are not eligible for free same-day change. Same-day standby: You can list for same-day standby for an earlier flight via a Southwest Customer Service Agent at the airport or the Southwest app or mobile web. You will receive a message based on the contact preference selected during booking if you are cleared 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 or the no-show policy will apply. If using the app or mobile web for standby, you must list your name 30 minutes ahead of scheduled departure. You will be required to pay any government taxes and fees associated with these itinerary changes but refunds will be provided. Your original boarding position is not guaranteed. Southwest Business Customers booked through travel agencies may need to see a Southwest agent at the airport for both a same-day change or standby listing. See Southwest.com/standby for more details.

⁷Refundable, as long as you cancel your reservation at least ten (10) minutes prior to the scheduled departure of your flight. If you cancel, you're eligible to 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.

⁸Priority Lane: Priority Lane gets you to the front of the ticket counter faster. A-List or A-List Preferred Members already enjoy the priority lane (where available). Express Lane: This security lane gets you through the security line faster. A-List or A-List Preferred Members enjoy this benefit too.

⁹EarlyBird Check-In[®] means you will automatically be checked in to your flight 36 hours prior to scheduled departure. For Anytime fares purchased between 36 and 24 hours, the boarding position assignment process has begun so this may impact the boarding position assigned to you. If you purchase an Anytime fare within 24 hours of your flight's scheduled departure, you will not receive the EarlyBird Check-In benefit. In an irregular operation situation, the boarding position is not guaranteed.

¹⁰Flights traveling 175 miles or less only serve water.

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.

Earning points is easy!

Sign up at
[Southwest.com/
RapidRewards.](https://Southwest.com/RapidRewards)



Southwest
Business

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 boarding¹
- 25 percent additional earning bonus
- Same-day standby²
- Priority check-in³ Fly By[®] prioritylane³
- 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 boarding¹
- 100 percent additional earning bonus
- Two free alcoholic beverages²
- Same-day standby³
- Priority check-in⁴
- Fly By[®] prioritylane⁴
- Dedicated phone line
- Free inflight WiFi⁵

All Rapid Rewards rules and regulations apply and can be found at [Southwest.com/rterms](https://www.southwest.com/rterms).

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 24 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 have free same-day standby benefits. Beginning January 1, 2021, A-List and A-List Preferred Members will have same-day standby benefits free of airline charges 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. ⁴Fly By[®] priority check-in and security lane access where available. For a complete list of available Fly By[®] locations, visit Southwest.com/flyby. ⁵Internet access for \$8 a day per device on WiFi-enabled aircraft. Price is subject to change. May not be available full duration of flight. In order to provide a top-notch 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

Active TTU HSC Discounted Airfare					
Origin	Destination	Business Select®	Anytime	Wanna Get Away & Plus™ (0-7)	Wanna Get Away & Plus™ (10-21)
LBB	ALL	5%	5%	3%	1%
AMA	ALL	5%	5%	3%	1%
ELP	ALL	5%	5%	3%	1%
DAL	ALL	5%	5%	3%	1%

- 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:

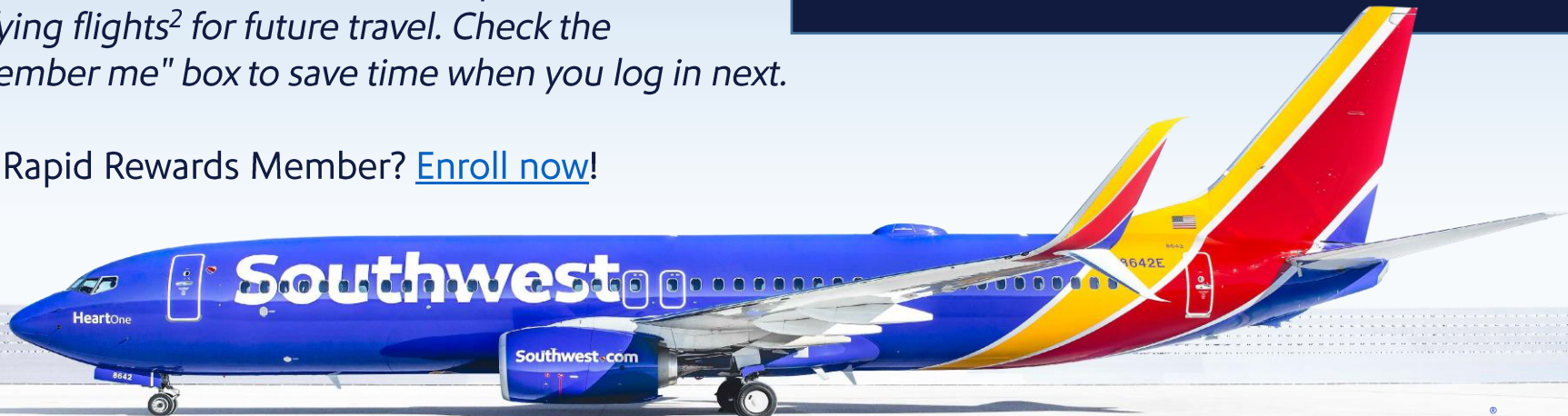
1. Go to swabiz.com.
2. Click on Login. From Login, select the Traveler tab.
3. Enter your Company ID number, **99771335**.

Click the dropdown to add your personal Rapid Rewards®¹ account number to earn points on qualifying flights² 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.³
- ✓ Robust reporting.
- ✓ Tracking for flight credits.⁴
- ✓ Modify reservations on the Southwest mobile app or Southwest.com®



Southwest®
Business

¹All Rapid Rewards rules and regulations apply and can be found at Southwest.com/rterms.

²Qualifying 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.

³Discounts available on select Wanna Get Away, Wanna Get Away Plus, Anytime, and Business Select Fares.

⁴Flight credits unexpired on or created on or after July 28, 2022, do not expire. Visit Southwest.com/experience for details.



Southwest[®]
Business



Questions?