

FREQUENTLY ASKED QUESTIONS FOR FRONTIER CUSTOMERS

Updated as of April 11, 2008

Ticketing and Flights

1. Can I continue to rely on Frontier for my travel plans?

Yes. Frontier is committed to delivering exceptional customer service and we intend to continue delivering on that promise with normal operations throughout our reorganization process.

2. Will my Frontier tickets be honored both now and during the reorganization process?

Yes, in accordance with our usual policies, which can be found at <http://www.frontierairlines.com/frontier/customer-service.do>.

3. Can I still get a refund on unused tickets?

Our refund policies have not changed. Please refer to <http://www.frontierairlines.com/frontier/customer-service.do> for more information regarding our customer service policies.

4. How does Frontier's Chapter 11 filing affect baggage services, check-in or staffing at ticket counters?

We do not anticipate any reduction or changes in these services. Please refer to www.FrontierAirlines.com for standard information regarding our customer service options.

5. Will tickets be honored and baggage checked through on non-Frontier connecting flights?

Yes. Your ticket will be honored and baggage checked through as usual.

6. Will tickets for Frontier's codeshare partners still be honored?

Yes. Your ticket will be honored as usual.

7. Will Frontier maintain its focus on passenger safety and reliable service?

Yes. In fact, our commitment to safety is proven by the receipt of our 9th FAA Diamond Award in a row for safety training. Frontier employees are committed to continuing to provide safe and reliable service throughout our operations.

8. Will Frontier's operations be impacted by companies who refuse to provide products and services that are needed for Frontier to conduct business?

We don't expect that to be an issue. One of the key purposes of a Chapter 11 filing is to permit a company to continue normal day-to-day operations. Under U.S. law, a company is permitted to pay suppliers in full and under normal credit terms for all goods and services that suppliers provide to the company during its Chapter 11 proceedings.

EarlyReturns frequent flyer program

9. Are you planning to make any changes to the *EarlyReturns* program?

We do not plan any changes to the *EarlyReturns* program at this time. Our customers continue to have the opportunity to earn and redeem miles with Frontier and our frequent flyer program partner AirTran.

10. Can I continue to redeem mileage for travel awards?

Yes.

11. Can I accrue mileage by using the services of Frontier partners?

Yes.

Frontier MasterCard

12. Does My Frontier MasterCard still work and will it continue to be accepted?

Yes. Barclays, the issuer of the Frontier Airlines MasterCard, is not a credit card processor and was not the impetus for nor were they involved in Frontier's decision to file Chapter 11 bankruptcy. Barclays continues to extend credit to all current and future Frontier MasterCard holders. Merchants can be wholly confident in the ability to receive payment for transactions rendered on Frontier MasterCards. Barclays' customer service website states: "Barclays is proud to continue our relationship with Frontier through the Frontier Airlines MasterCard."

About the Chapter 11 Process

13. Does filing for Chapter 11 mean that Frontier is going out of business?

No. Under Chapter 11, Frontier will continue to conduct normal business operations. That includes continuing to serve our customers and pay our employees. Frontier is operating its full schedule of flights and honoring tickets and reservations.

14. What does Frontier's bankruptcy mean for customers?

Frontier is committed to delivering exceptional customer service and we intend to continue delivering on that promise with normal operations throughout our reorganization process. We expect little to no impact on customers.

Frontier is:

- operating its full schedule of flights;
- honoring tickets and reservations and providing refunds and exchanges as usual;
- maintaining its *EarlyReturns* frequent flyer program and other award-winning customer service programs;
- providing employee wages and benefits without interruption; and
- paying suppliers for goods and services received during the reorganization process.

15. Why did Frontier file for bankruptcy/Chapter 11 protection?

Frontier Airlines, along with virtually every U.S. passenger airline, has been challenged the past few years with the unprecedented cost of fuel and other industry-wide issues. Frontier had expected that it would be able to withstand these challenges given the strength of its operations and fleet.

Unfortunately, our principal credit card processor very recently and unexpectedly informed us that, beginning on April 11, it intended to start withholding significant proceeds received from the sale of Frontier tickets. This would have drained a substantial portion of Frontier's available cash almost immediately and may have made it impossible for Frontier to continue normal operations. Frontier had no choice but to file Chapter 11 in an effort to fight this unexpected step by the credit card processor and continue to position itself for long term success. More information is available at www.frontierairlines.com/restructure.

16. How long is Frontier's bankruptcy/Chapter 11 reorganization likely to take?

We expect it could take between 9 to 18 months to complete our reorganization.

17. Who should customers contact if they have additional questions?

Please consult the information on our web site at www.FrontierAirlines.com/restructure, which will be updated periodically.