

March 13,2018

Dear Customer:

Service type:

The following is the proof-of-delivery for tracking number 800793416307.

FedEx 2Day

**Delivery Information:** 

Status:DeliveredDelivered to:MailroomSigned for by:C.DIXONDelivery location:ATLANTA

Signed for by: C.DIXON Delivery location: ATLANTA, GA

Special Handling: Deliver Weekday

Signature image is available. In order to view image and detailed information, the shipper or payor account number of the shipment must be provided.

Delivery date:

Mar 13, 2018 09:11

**Shipping Information:** 

 Tracking number:
 800793416307
 Ship date:
 Mar 9, 2018

 Weight:
 0.5 lbs/0.2 kg

Recipient: Shipper:

Mr. Wayne Gilbert West Senior Executive Vice President/COO Delta Airlines 1030 Delta Blvd. Atlanta, GA 30354 404-715-2600

Thank you for choosing FedEx.

Mr. Paul V. Sheridan DDM Consulting 22357 Columbia Street Dearborn, MI 48124 313-277-5095 DDM Consulting 22357 Columbia Street Dearborn, MI 48124-3431 313-277-5095 pvs6@Cornell.edu

Gold Medallion Member 267-094-8351

9 March 2018

VIA FEDEX AIRBILL 8007 - 9341 - 6307

Mr. Wayne Gilbert West Senior Executive Vice President/COO Delta Airlines 1030 Delta Blvd. Atlanta, GA 30354 404-715-2600

**Subject:** Unreasonable Skymiles Requirements Escalation(s)

Dear Mr. West:

As you will note from Attachment 1, I flew First Class in February 2018, DTW-SAN-SNA-DTW. The trip comprised many business elements/commitments, spanning almost two weeks. Delta did their usual terrific job; all the way around.

Resulting from these February 2018 travels was a need to travel to my alma mater, Cornell University in Ithaca, New York. Delta, to their credit, offers non-stop service DTW-ITH. Gate to gate this trip consumes no more than 60 minutes; I have done it **many** times. My next DTW-ITH trip spans 29 March; returning 8 April 2018.

I attempted to schedule a Skymiles reservation, beginning on Friday, 23 February, while still at the Irvine Marriot, using their business center PCs. When I attempted this reservation on that Friday, a full FIVE weeks of advance purchase, the Delta website declared that this short trip required:

# 104,000 Skymiles!

When I telephoned Skymiles (800-323-2323) your staff agreed/proposed that it was a Delta system "glitch," and that I should try again, a few days later, anticipating that the system would be corrected . . . that was two weeks ago.

As of this letter, nothing has changed.

I have since spoken and online-chatted with not less than **SIX** Delta staff members, and all are confused by this ongoing mileage requirement.

One staff member (Melody) suggested, in a somewhat ad hoc manner, that this unreasonably high Skymiles requirement was associated with Spring Break. Some basic observations / facts that I reviewed with her:

- 1. People LEAVE Ithaca, New York at the beginning of Spring Break, at that beginning they do not *go* there *en masse*.
- 2. At the end of Spring Break, people RETURN to Ithaca, New York, they do not leave en masse.
- 3. People are not on Spring Break until Saturday, 31 March; having exams and commitments right up until that morning . . . alternatively, I am ARRIVING in Ithaca two days earlier.

I wanted to cover those details as a matter of full-disclosure, but as you will now see, these are not relevant, having no documentable connection to the 104,000 Skymiles absurdity:

• That is . . . I reviewed with Melody and another five Delta staff, simultaneously with them, that travel dates that are WEEKS before the Cornell Spring Break, and therefore have no connection to that event whatsoever, have the same absurd travel requirement:

# 104,000 Skymiles!!

But this gets better . . . that is, worse.

I inquired with the Skymiles system (for my dates 29 March to 8 April 2018), **trips to locations** which involve THOUSANDS of miles and MANY HOURS of travel time. I did this to document comparative Skymiles requirement ranges; sample minimums-to-maximums, as shown here:

DTW-SAN	32,000 to 74,000
DTW-LAX	30,500 to 82,500
DTW-SNA	35,500 to 83,500
DTW-HOU	17,500 to 104,000

So . . . using Skymiles on my dates of (29 March to 8 April), I can travel nearly 4000 miles, all the way to Honolulu, Hawaii, for 17,500 Skymiles . . . but you want 104,000 miles for Ithaca, New York? A 60 minute flight??

I have attached for your file/review just a small sampling of the flights and Skymiles requirements discussed above.

Note on the attachments, that for my dates, <u>there is no range</u> . . . it's 104,000 Skymiles, or take the bus. That alone is a first.

Note also that the \$\$ price for this trip is still \$206 . . . which does not correlate to the Skymiles requirement of 104,000. That is, typically, in my MANY experiences, Delta dollar requirements correlate in magnitude to Skymiles requirements . . . these both move up or down in lockstep . . . but curiously not in this example.

In conclusion, I am now in the situation where, because of this delay in making a reservation that is reasonable/agreeable, I am no longer eligible for the benefits of advance purchase . . . again, I tried to make this reservation FIVE WEEKS prior to travel, back on Friday, 23 February 2018.

Please look in to this for me . . .

Respectfully,

Paul V. Sheridan

P.S. One Delta staff member, also in ad hoc manner, suggested that the 104,000 might be the result of "available seats for Skymiles travel." Again, that does not connect to the MANY dates I sampled which, again, are WEEKS prior to the alleged demands of Spring Break, and everything in-between . . . hence my many attachments/samples.

Attachments

To:

From: Delta Air Lines < DeltaAirLines@e.delta.com>
Sent: Priday, January 12, 2018 3:16 PM

Friday, January 12, 2018 3:16 PM pvsheridan@wowway.com

**Subject:** Your Flight Receipt - PAUL V SHERIDAN 19FEB18



Hello, PAUL V

SkyMiles®#\*\*\*\*\*351 >

Your Trip Confirmation #: GP957J

MANAGE MY TRIP >

Mon, 19FEB	DEPART	ARRIVE
DELTA 833 First Class (P)	DETROIT 8:20am	SAN DIEGO, CA 10:43am
Thu, 01MAR	DEPART	ARRIVE

## AUTOMATIC CHECK-IN NOW AVAILABLE

We've added Automatic Check-In to the Fly Delta app to save you time and hassle. This means if you're traveling in the United States, Puerto Rico or the U.S Virgin Islands, we'll automatically check you in 24 hours prior to your scheduled departure. Just open the app and you'll be on your way. Don't have the app? Click here to download. Learn more about automatic check-in.

## **RESTRICTED HAZARDOUS ITEMS**

To ensure the safety of our customers and employees, Delta will no longer accept smart bags starting January 15, 2018. Smart bags with non-removable lithium-ion batteries will not be permitted as carry-on or checked baggage on any Delta mainline or Delta Connection flight. For more information, please visit have our News Hub.

Hoverboards or any lithium battery powered self-balancing personal transportation devices are also not permitted as both carry-on and checked baggage.

Spare batteries for other devices, fuel cells, and e-cigarettes are permitted in carry-on baggage only. If your carry-on bag contains these items and is gate checked, they must be removed and carried in the cabin. Further information and specific guidelines regarding restricted items can be found here.

## **Passenger Info**

NAMEFLIGHTSEATPAUL V SHERIDANDELTA 83304D

SkyMiles #\*\*\*\*\*\*351 DELTA 653 04D Gold

Visit delta.com or use the Fly Delta app to view, select or change your seat. If you purchased a Delta Comfort+™ seat or a Trip Extra, please visit My Trips to access a receipt of your purchase.

## **Flight Receipt**

Ticket #: 0062309439632

Place of Issue: Delta.com
Ticket Issue Date: 12JAN18
Ticket Expiration Date: 12JAN19

### **METHOD OF PAYMENT**

AX********1001	\$1300.60 USD
----------------	---------------

## **CHARGES**

## **Air Transportation Charges**

Base Fare	\$1183.26 USD
Taxes, Fees and Charges	
United States - September 11th Security Fee(Passenger	\$11.20 USD
Civil Aviation Security Service Fee) (AY)	
United States - Transportation Tax (US)	\$88.74 USD
United States - Passenger Facility Charge (XF)	\$9.00 USD

## TICKET AMOUNT \$1300.60 USD

\$8.40 USD

### NONREF/PENALTY APPLIES

United States - Flight Segment Tax (ZP)

This ticket is non-refundable unless the original ticket was issued at a fully refundable fare. Some fares may not allow changes. If allowed, any change to your itinerary may require payment of a change fee and increased fare. Failure to appear for any flight without notice to Delta will result in cancellation of your remaining reservation.

Note: When using certain vouchers to purchase tickets, remaining credits may not be refunded. Additional charges and/or credits may apply.

Fare Details: DTT DL SAN588.84HE0QA0FB /-SNA DL DTT594.42UE0QA0FB USD1183.26END ZP DTWSNA XF DTW4.5SNA4.5

## **Checked Bag Allowance**

The fees below are based on your original ticket purchase. **If you qualify for free or discounted checked baggage,** this will be taken into account when you check in.

Mon 19 Feb 2018	DELTA: DTW SAN	
CARRY ON	FIRST	SECOND
FREE	FREE	FREE

SHOW ONLY

Non Stop

All Flights

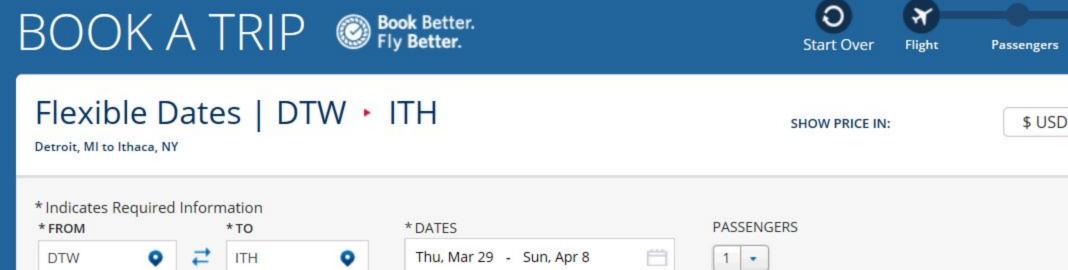
**Payment** 

MILES



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Paul Sheridan 🔻



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Main Cabin

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One Way

O Delta Only 0

**Round Trip** 

**FLIGHTS** 

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CALENDAR VIEW

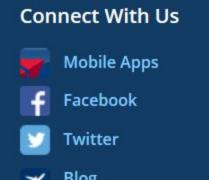
Flexible Days

5 Weeks

	05 THU	06 FRI	07 SAT	08 SUN	09 MON	10 TUE	11 WED
26 MON	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11 <sup>-20</sup>	+ \$11.20
	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP
27 TUE	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20
	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP
28 WED	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20
	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP
29 THU	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20
	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP
30 FRI	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11-20	+ \$11.20	+ \$11.20
	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP
31 SAT	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11 <sup>-20</sup>
	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP	NONSTOP

DEPART

2	NONSTOP						
29 THU	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20
	NONSTOP						
30 FRI	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11-20	+ \$11.20	+ \$11-20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11-20
	NONSTOP						
31 SAT	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20
	NONSTOP						
01 SUN	104,000	104,000	104,000	104,000	104,000	104,000	104,000
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20
	NONSTOP						



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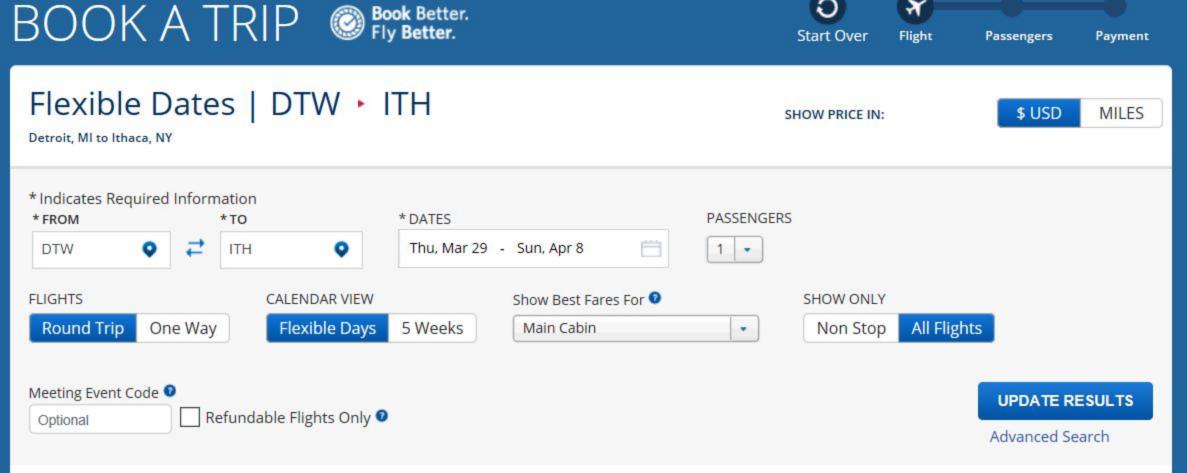
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OC EDI

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of airports.

UO CLIM

RETURN

10 THE

	05 THU	06 FRI	07 SAT	08 SUN	09 MON	10 TUE	11 WED
26 MON	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP
27 TUE	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP
28 WED	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP
29 THU	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP
30 FRI	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP
31 SAT	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP

DEPART

	28 WED	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP
DEPART	29 THU	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP
Δ	30 FRI	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP				
	31 SAT	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP				
	01 SUN	\$506.60 NONSTOP	\$506.60 NONSTOP	\$506.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP	\$206.60 NONSTOP





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## Flexible Dates | DTW . SAN

Detroit, Mi to San Diego, CA.

MY TRIPS

\* Indicates Required Information PASSENCERS \*DATES Thu, Mar 29 - Sun, Apr 8 DTW # SAN

FLIGHTS CALENDAR VIEW

Flexible Days 5 Weeks

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UPDATE RESULTS

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The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

	05 THU	06 FRI	07 SAT	08 SUN	DEMON	10 TUE	11 WED
26 MON	43,500	59,500	65,500	59,500	43,500	33,500	33,500
	+ \$11.30	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+\$11.30	+ \$11.20
	WITH STOPS	WITH STOPS	WITH STOPS	WITH STOPS	WITH STOPS	WITH STOPS	WIN STOPS
30 TUE	45,500	61,500	67,500	61,500	45,500	35,500	35,500
	+ \$11.20	+ \$11,20	+ \$11,20	+ \$11.35	+ \$11.30	+ \$11,20	+ \$11.30
	with stops	with stops	HONSTOP	WITH STOPS	WITH STOPS	with stops	NONETCE
28 WED	45,500	61,500	67,500	61,500	45,500	35,500	35,500
	+511-20	+ 5 <sub>11-20</sub>	+ 511-25	+ \$11.20	+ 511.20	+ 511,30	+ 511 <sup>20</sup>
	WILLSTOPS	WITH STOPS	WITH STOPS	WIH STOPS	WITH STOPS	WITH STOPS	WEH STOPS
29 THU	58,000	74,000	80,000	74,000	58,000	48,000	48,000
	+ \$11-30	+ 5 <sub>11</sub> -29	+ 513.20	+ \$11.36	+ 5 <sub>11-20</sub>	+ s <sub>11,30</sub>	+ 511-20
	WITH STOPS	WITH STOPS	NONETOP	WITH STOPS	WITH STOPS	with stops	NORSTOR
30 PRI	58,000	74,000	80,000	74,000	58,000	48,000	48,000
	+ \$11.30	+ 5 <sub>11-20</sub>	+ 5 <sub>11</sub> .39	+ \$11.30	+ \$11.20	+511-20	+ 511-20
	WITH STOPS	WITH STOPS	WITH STOPS	WITH STOPS	WITH STOPS	WITH STOPS	WIN STOPS
31 547	58,000	74,000	80,000	74,000	58,000	48,000	48,000
	+ \$11.20	+ 511-20	+ \$11,25	+ 511-20	+ \$11,20	+ \$11.20	+ \$11.20
	WIH STOPS	WITH STOPS	NONSTOP	wall stops	WITH STOPS	WITH STOPS	MONISTED
NUS 10	42,000	58,000	69,000	58,000	42,000	32,000	32,000
	+ \$11.20	+ \$11,20	+ 911.20	+ \$11.20	+ 511.20	+ 511-20	+ \$11.20
	WIHSTOPS	WITH STOPS	NONSTOP	WIH-STOPS	WITH STOPS	WITH STOPS	MONSTOP



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Round Trip 0	me Wa		exible Days	5 Weeks	Main Cabin		-	Non Stop	All Flight		

The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

E		

	05 THU	06 FRI	07 SAT	08 SUN	09 MON	10 TUE	11 WED
26 MON	40,000	48,500	68,000	48,500	38,500	36,500	36,500
	+ \$11.20	+ 511 20	+ \$11,30	+ \$11.20	+ \$11,20	+511-28	+ \$11.20
	MONSTOP	HONSTOP	HONSTOP	NONSTOR	WITH STOPS	HONSTOP	NONSTOP
27 TUE	36,500	42,500	64,500	42,500	35,000	30,500	30,500
	+ \$11.20	+ \$11.20	+ \$11.30	+ \$11,30	+ \$11.20	+ \$11.35	+ \$11.20
	NONGTOP	HONETOP	HONETOR	NONSTOR	WITH STOPS	NONSTOP	NONSTOR
28 WED	48,000	54,500	76,000	54,500	46,500	42,500	42,500
	+ \$11.20	+ \$11.25	+ \$11,20	+ \$11.20	+ \$11,30	+ 5 <sub>11-30</sub>	+ \$11.20
	MONSTOP	NONETED	HONSTOP	MONSTOR	with stops	HONSTOP	NONSTOP
29.716.2	54,500	60,500	82,500	60,500	53,000	48,500	48,500
	+ \$11.20	+ \$11.25	+ \$11.20	+ \$11.35	+ \$11,20	+ 511,30	+ \$11.20
	MONGTOP	NONSTOP	NONSTOR	NONSTOP	WITH STOPS	NONSTOP	NORSTOR
30 148	50,000	60,500	82,500	60,500	52,000	48,000	48,000
	+ \$11.20	+ \$11.20	+ \$11.30	+ 511,20	+ \$11,20	+ 511-29	+ \$11.20
	MONSTOP	NONSTOR	NONSTOP	NONSTOR	WITH STOPS	HONSTOP	NONSTOP
31 SAT	38,000	48,500	70,500	48,500	40,000	36,000	36,000
	+ \$1,1.20	+ \$11.20	+ \$11.30	+ \$11,30	+ 5 <sub>11</sub> -20	+511-30	+ \$11.20
	MONGTEP	HONESTOP	NONSTOR	NONSTOR	WITH STOPS	HONETOP	MONSTOR
DI SUN	45,000 + \$11.30	48,500 + \$11.20	70,500 + \$11.30	48,500 + \$11.20	40,000 + \$11,20 with stops	36,000 + \$11,30	36,000 + \$11.20

\$ USD MILES



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	05 THU	06 FRI	07 SAT	08 SUN	09 MON	10 TUE	11 WED
z	41,000	53,000	71,500	71,500	48,000	41,000	41,000
26 MON	+ 511.20	+ \$11.20	+ \$11.20	+311-20	+ \$11.20	+ \$11.20	+\$11.20
26	NONSTOP	NONSTOP	WITH STOPS	NONSTOP	WITH STOPS	WITH STOPS	NONSTOP
	41,000	53,000	71,500	71,500	48,000	41,000	41,000
Z7 TUE	+ \$11.20	+ \$11.20	+ \$11.20	+311.20	+ \$11.20	+ \$11.20	+ \$11.20
27	NONSTOP	NONSTOP	WITH STOPS	NONSTOP	WITH STOPS	WITH STOPS	NONSTOP
0	48,000	60,000	78,500	78,500	55,000	48,000	48,000
28 WED	+ 511.20	+ \$11.20	+ \$11.20	+\$11.20	+ \$11.20	+ \$11.20	+ \$11.20
28	NONSTOP	NONSTOP	WITH STOPS	NONSTOP	WITH STOPS	WITH STOPS	NONSTOP
020	48.000	60.000	78,500	78,500	55,000	48.000	48,000
29 THU	+511.20	+\$11-20	+311-20	+\$11.20	+ \$11.20	+ \$11.20	+ \$11.20
29	NONSTOP	NONSTOP	WITH STOPS	NONSTOP	WITH STOPS	WITH STOPS	NONSTOP
	53,000	65,000	83,500	83,500	59,000	50,000	47,500
30 FRI	+ 511.20	+\$11.20	+ \$11.20	+\$11.20	+ \$11.20	+ \$11.20	+ \$11.20
30	NONSTOP	NONSTOP	WITH STOPS	NONSTOP	WITH STOPS	WITH STOPS	NONSTOP
	53,000	65,000	83,500	83,500	59,000	50,000	47,500
31 SAT	+ 511.20	+311-20	+ \$11.20	+\$11.20	+ \$11.20	+ \$11.20	+ \$11.20
31	WITH STOPS						
	53,000	61,500	77,500	71,500	47.000	38.000	LOWEST FAR
S	+ \$11.20	+\$1120	+ \$11.20	+31120	+ \$11.20	+ \$11.20	35,500
O1 SUN	NONSTOP	NONSTOP	WITH STOPS	NONSTOP	WITH STOPS	WITH STOPS	+ \$11.20
	NUNSTUP	MUNCHON	WIITSTURS	MUNGTUP	Williams	MILLSTONS	NONSTOP

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FLIGHT STATUS CHECK IN BOOK A TRIP

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MILES

Flexible Dates	DTW .	HOLL
LICKIDIC Dates	DIVI	1100

Detroit, Mil to Hauston-Hobby, TX

\* Indicates Required Information \*DATES PASSENCEIS +FROM Thu, Mar 29 - Sun, Apr 8 DTW HOU

**FLIGHTS** CALENDARVIEW One Way

Flexible Days 5 Weeks Show Best Fares For 9 Main Cabin

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of airports.

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The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination.

	05 THU	D6 FRS	07 SAT	08 SUN	09 MON	10 TUE	11 WED
26 MON	44,500	58,500	78,500	78,500	44,500	29,000	25,000
	+ \$11,20	+ \$11,30	+ \$11-20	+ \$11.20	+ \$11,30	+ 511,20	+ \$11,30
	with Stors	WITH STOPS	WITH STOPS	WITH STOPS	wallstops	WITH STOPS	with stors
20 TUE	37,000	51,000	71,000	71,000	37,000	21,500	17,500
	+ \$11,20	+ 5 <sub>11-20</sub>	+ \$11,30	+ \$11.20	+ \$11.20	+ 5 <sub>11</sub> 35	+ \$11.20
	with stops	with stops	with STDPS	WITH STOPS	WEH STOPS	WITH STOPS	with STDPS
28WED	50,000	64,000	84,000	84,000	50,000	34,500	30,500
	+ \$11,20	+ 5 <sub>11,20</sub>	+ \$11,30	+ \$11.30	+ \$11.30	+ 5 <sub>11</sub> -30	+ \$11.20
	with stops	with stops	WITH STOPS	WITH STOPS	with stors	WITH STOPS	with stors
29 THU	57,000	70,500	90,500	90,500	57,000	41,000	37,500
	+ \$11,00	+ 5 <sub>11,20</sub>	+ \$11,20	+ \$11.20	+ \$11.20	+ 5 <sub>11</sub> -20	+ \$11,20
	with STOPS	with stops	with stops	wm/stops	wild store	WITH STOPS	WITH STOPS
30 FR	70,000	84,000	104,000	104,000	70,000	54,500	50,500
	+ \$11.20	+ 5 <sub>11-20</sub>	+ \$11.20	+ \$11.30	+ \$11.00	+ 511,30	+ \$11,-20
	with STOPS	WITH STOPS	WITH STOPS	WITH STOPS	WEHSTOPS	WITH STOPS	WITH STOPS
31 SAT	52,000	66,000	86,000	86,000	52,000	36,500	32,500
	+ \$11.20	+ 511-20	+ \$11,30	+ \$11.30	+ \$11.30	+ 5 <sub>11,30</sub>	+\$11.20
	with stops	WITH STOPS	WTH STDPS	WITH STOPS	with stors	WITH STOPS	WITH STIDES
MUS 10	56,000	70,000	90,000	86,000	52,000	36,500	32,500
	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.30	+ \$11.30	+ \$11.30	+ \$11.20
	with STOPS	WITH STOPS	WITH STOPS	WITH STOPS	with Stops	WITH STOPS	with Stops

Show Best Fares For 0

Main Cabin

Fri, Mar 16 - Fri, Mar 23

5 Weeks

# Flexible Dates | DTW • ITH

Detroit, MI to Ithaca, NY

\* FROM

DTW

FLIGHTS

\* Indicates Required Information

One Way

SHOW PRICE IN:

S USD MILES

SHOW FLIGHTS OPERATED BY

C Delta Only 0

Round Trip

C Delta & Partner Airlines O

1 -

PASSENGERS

.

Non Stop

All Flights

UPDATE RESULTS

Advanced Search

The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

CALENDAR VIEW

Flexible Days

	20 TUE	21 WED	22 THU	23 FRI	24 SAT	25 SUN	26 MON
	LOWEST FARE						
O.E.	104,000	104,000	104,000	104,000	104,000	104,000	104,000
13 TUE	+\$11.20	+ \$11.20	+\$11.20	+ \$11.20	+\$11.20	+\$1120	+ \$11.20
	NONSTOP						
	LOWEST FARE						
4 WED	104,000	104,000	104,000	104,000	104,000	104,000	104,000
4	+ \$11.20	+\$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+\$11.20
	NONSTOP						
	LOWEST FARE						
2	104,000	104,000	104,000	104,000	104,000	104,000	104,000
15 THU	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+\$11.20	+ \$11.20
	NONSTOP						
	LOWEST FARE						
FRI	104,000	104,000	104,000	104,000	104,000	104,000	104,000
16	+ \$11.20	+ \$11.20	+\$11.20	+ \$11.20	+\$11.20	+311.20	+\$11.20
	NONSTOP						
	LOWEST FARE						
17 SAT	104,000	104,000	104,000	104,000	104,000	104,000	104,000
17.5	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+\$11.20
	NONSTOP						
	LOWEST FARE						
5	104,000	104,000	104,000	104,000	104,000	104,000	104,000
18 SUN	+ \$11.20	+\$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+\$11.20
	NONSTOP						
	LOWEST FARE						
S O	104,000	104,000	104,000	104,000	104,000	104,000	104,000
NOW 61	+ 511.20	+\$11.20	+ \$11.20	+ \$11.20	+ \$11.20	+511.20	+ \$11.20
	NONSTOP						



Detroit, MI to Ithaca, NY

* FROM			*10		* DATES			PASSENGERS		
DTW	•	#	ITH	•	Mon, Apr 9	- Sat, Apr 14		1 *		
FLIGHTS			CAL	ENDAR VIEW		Show Best Fare	s For O		SHOW ONLY	
Round Trip	On	e Way	F	exible Days	5 Weeks	Main Cabin			Non Stop	All Flights

SHOW FLIGHTS OPERATED BY

C Delta Only •

C Delta & Partner Airlines O

UPDATE RESULTS

Advanced Search

The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

	11 W	/ED	12 THU	13 FRI	14 SAT	15 SUN	16 MON	17 TUE
06 FR!	104, +51	1.20	104,000 +\$1120 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +311-20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP
07 SAT	104, +*1	1.20	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +*11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 +#11.20 NONSTOP
NOS 80	104, +s1	1.20	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +*11-20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	63,000 +\$11.20 NONSTOP
NOW 60	104, +51	1.20	104,000 +\$1120 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	63,000 +\$11.20 NONSTOP
10 TUE	104, +31	1.20	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +#11:20 NONSTOP	63,000 + \$11.20 NONSTOP	63,000 +±11.20 NONSTOP	22,000 + \$11.20 NONSTOP
11 WED	104, +s1	1.20	104,000 +*11 <sup>20</sup> NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +511.20 NONSTOP	63,000 + \$11.20 NONSTOP	63,000 +\$11.20 NONSTOP	22,000 + \$11.20 NONSTOP
12 THU	10 100	FERED	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	63,000 + \$11.20 NONSTOP



Detroit, MI to Ithaca, NY

\*Indicates Required Information \* FROM \* DATES PASSENGERS: DTW ITH Tue, Apr 3 - Thu, Apr 5 1 -FLIGHTS CALENDAR VIEW Show Best Fares For 0 SHOW ONLY Round Trip One Way Flexible Days 5 Weeks Main Cabin All Flights . Non Stop

SHOW FLIGHTS OPERATED BY

C Delta Only 0

C Delta & Partner Airlines 0

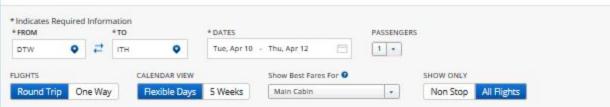
UPDATE RESULTS

Advanced Search

The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

	02 MON	03 TUE	04 WED	05 THU	06 FRI	07 SAT	08 SUN
	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE
31 SAT	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP				
	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE
NOS 10	104,000 +*11 <sup>20</sup> NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE
02 MON	104,000 +\$11 <sup>20</sup> NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.28 NONSTOP
		LOWEST FARE	LOWEST FARE				
03 TUE	NOT OFFERED	104,000 +\$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
	ş <del>1</del>		LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE
04 WED	NOT OFFERED	NOT OFFERED	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
UHL SO	NOT OFFERED	NOT OFFERED	NOT OFFERED	104,000 + \$11.20	104,000 + \$11.20	104,000 + \$11.20	104,000 + \$11.20
				(3,000)	LOWEST FARE	LOWEST FARE	LOWEST FARE
D6 FRI	NOT OFFERED	NOT OFFERED	NOT OFFERED	NOT OFFERED	104,000 + \$11.20	104,000 + \$11.20	104,000 +\$11.20 NONSTOP





SHOW FLIGHTS OPERATED BY

C Delta Only •

C Delta & Partner Airlines O

UPDATE RESULTS

Advanced Search

The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

	09 MON	10 TUE	11 WED	12 THU	13 FRI	14 SAT	15 SUN
07 SAT	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 +s11.20 NONSTOP
08 SUN	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOR	104,000 +*1120 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +#11 <sup>20</sup> NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP
NOW 60	104,000 + \$11.20 NONSTOP	104,000 +*11.20 NONSTOP	104,000 +*11.20 NONSTOP	104,000 +*11.20 NONSTOP	104,000 +#11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
10 TUE	NOT OFFERED	104,000 +#11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +#11.20 NONSTOP	104,000 +#1120 NONSTOP	104,000 +511.20 NONSTOP	63,000 + \$11.20 NONSTOP
11 WED	NOT OFFERED	NOT OFFERED	104,000 +*11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +#11-20 NONSTOP	104,000 +511.20 NONSTOP	63,000 + \$11.20 NONSTOP
12 THU	NOT OFFERED	NOT OFFERED	NOT OFFERED	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
13 FRI	NOT OFFERED	NOT OFFERED	NOT OFFERED	NOT OFFERED	104,000 +\$11.20 NONSTOP	104,000 +511.20 NONSTOP	104,000 +\$11.20 NONSTOP

# Flexible Dates | DTW . ITH

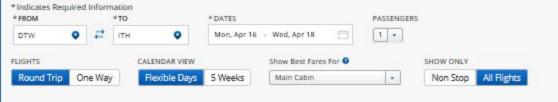
Detroit, MI to Ithaca, NY

SHOW PRICE IN:

\$ USD

Advanced Search

MILES



SHOW FLIGHTS OPERATED BY

C Delta Only 0

C Delta & Partner Airlines O

UPDATE RESULTS

The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

	15 SUN	16 MON	17 TUE	18 WED	19 THU	20 FRI	21 SAT
13 FRI	104,000 + \$11,20 NONSTOP	104,000 +511.20 NONSTOP	63,000 +#11.20 NONSTOP	63,000 +\$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 +s11.20 NONSTOP	104,000 +\$11.20 NONSTOP
14 SAT	63,000 + \$11.20 NONSTOP	63,000 +\$11.20 NONSTOP	22,000 + \$11.20 NONSTOP	22,000 + \$11.20 NONSTOP	63,000 + \$11.20 NONSTOP	63,000 +\$11.20 NONSTOP	63,000 +#11-20 NONSTOP
15 SUN	104,000 +\$11.20 NONSTOP	104,000 +\$11,20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +*11.20 NONSTOP	104,000 +\$11.20 NONSTOP
16 MON	NOT OFFERED	104,000 +#1120 NONSTOP	104,000 +#11-20 NONSTOP	104,000 +511.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
17 TUE	NOT OFFERED	NOT OFFERED	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
18 WED	NOT OFFERED	NOT OFFERED	NOT OFFERED	104,000 +\$11.28 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +*11.20 NONSTOP	104,000 +\$11.20 NONSTOP
19 THU	NOT OFFERED	NOT OFFERED	NOT OFFERED	NOT OFFERED	104,000 + \$11.20 NONSTOP	104,000 +\$11-20 NONSTOP	104,000 + \$11.20 NONSTOP

# Flexible Dates | DTW • ITH

Detroit, MI to Ithaca, NY

SHOW PRICE IN:

\$ USD MILES

* FROM			*10		* DATES		PAS	SENGER	5	
DTW	0	#	ITH	•	Sat, Mar 31	- Sun, Apr 1		•		
FLIGHTS			CAL	ENDAR VIEW		Show Best Fares Fo	0		SHOW ONLY	
Round Trip	On	e Way	F	exible Days	5 Weeks	Main Cabin		¥	Non Stop	All Rights

SHOW FLIGHTS OPERATED BY

C Delta Only o

C Delta & Partner Airlines O

UPDATE RESULTS

Advanced Search

The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

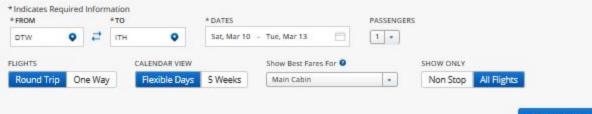
	29 THU	30 FRI	31 SAT	01 SUN	02 MON	03 TUE	04 WED	
	LOWEST FARE							
28 WED	104,000 + \$11.20 NONSTOP							
	LOWEST FARE							
29 THU	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP					
		LOWEST FARE						
30 FRI	NOT OFFERED	104,000 + \$5.50 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	
			LOWEST FARE					
31 SAT	NOT OFFERED	NOT OFFERED	104,000 + \$5.60 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	
				LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	
NOS LO	NOT OFFERED	NOT OFFERED	NOT OFFERED	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11,20 NONSTOP	104,000 + \$11.20 NONSTOP	
					LOWEST FARE	LOWEST FARE	LOWEST FARE	
02 MON	NOT OFFERED	NOT OFFERED	NOT OFFERED	NOT OFFERED	104,000 +\$11.20 NONSTOP	104,000 + \$11.20	104,000 + \$11.20 NONSTOP	
					25/18/2009/7/	LOWEST FARE	LOWEST FARE	
03 TUE	NOT OFFERED	104,000 + \$11.20	104,000 +\$11.20 NONSTOP					

# Flexible Dates | DTW • ITH

Detroit, MI to Ithaca, NY

SHOW PRICE IN:

\$ USD MILES



SHOW FLIGHTS OPERATED BY

C Delta Only O

C Delta & Partner Airlines O

UPDATE RESULTS

Advanced Search

The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

	10 SAT	11 SUN	12 MON	13 TUE	14 WED	15 THU	16 FRI
07 WED	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
UHT 80	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE
09 FRI	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NOWSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE	LOWEST FARE
10 SAT	104,000 + \$5.60 NONSTOP	104,000 + \$11.20 NONSTOP					
1		LOWEST FARE					
11 SUN	NOT OFFERED	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP				
			LOWEST FARE				
12 MON	NOT OFFERED	NOT OFFERED	104,000	104,000	104,000	104,000	104,000
			NONSTOP	NONSTOP LOWEST FARE	NONSTOP LOWEST FARE	NONSTOP LOWEST FARE	NONSTOP
13 TUE	NOT OFFERED	NOT OFFERED	NOT OFFERED	104,000 +\$11.20	104,000	104,000	104,000 +\$11.20
100				NONSTOP.	NONSTOP	NONSTOP	NONSTOP

# Flexible Dates | DTW . ITH

Detroit, MI to Ithaca, NY

SHOW PRICE IN:

\$ USD

MILES



SHOW FLIGHTS OPERATED BY

C Delta Only o

C Delta & Partner Airlines O

Advanced Search

UPDATE RESULTS

The prices shown as per passenger. Some of the listed may be Basic Economy fares. Please review restrictions before booking. Click on a price to see all your flights for this combination of airports.

	21 WED	22 THU	23 FRI	24 SAT	25 SUN	26 MON	27 TUE
	LOWEST FARE						
14 WED	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +#11-20 NONSTOP	104,000 +\$11.20 NONSTOP
	LOWEST FARE						
15 THU	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +*11.20 NONSYOP	104,000 + \$11.20 NONSTOP	104,000 +#11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
	LOWEST FARE						
16 FRI	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +311.20 NONSTOP
	LOWEST FARE						
17 SAT	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
	LOWEST FARE						
18 SUN	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +*11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 +\$11.20 NONSTOP
	LOWEST FARE						
19 MON	104,000 + \$11.20 NONSTOP	104,000 +\$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP	104,000 +311.20 NONSTOP
	LOWEST FARE						
20 TUE	104,000 + \$11.20	104,000 +\$11.20 NONSTOP	104,000 +\$11.20	104,000 + \$11.20 NONSTOP	104,000 +\$11.20	104,000 + \$11.20 NONSTOP	104,000 + \$11.20 NONSTOP