U.S. Airways Customer Service 4000 East Sky Harbor Blvd Phoenix, AZ 85034

To Whom It May Concern:

I am writing regarding an extremely troubling, and most likely, illegal, experience that I just had when trying to make a reservation on the usairways.com website. I had booked four tickets for my family to travel roundtrip from Boston to Philadelphia from May 2, 2014 to May 7, 2014. Those tickets were booked on March 20, 2014 under confirmation number G7TPXK and totaled \$952.00. On April 3, 2014, I realized that I needed to change my outgoing flight only so that I could arrive in Philadelphia earlier. I called the reservations number and spoke with a representative. She told me that if I were to cancel my outgoing flight, but wanted to keep my return flight with my family, she would need to "reissue" my return flight and I would be subject to a \$200 change fee. Thus, I would lose the money I spent on my outgoing ticket, would have to pay to buy a new outgoing ticket, and would be charged \$200 simply to keep the return flight, which I had already paid for. This was distressing, but I decided to cancel my entire ticket and completely re-book because, according to the website, each flight was now only \$55. If I cancelled my whole ticket, I would only have to pay \$110 extra, as opposed to the \$200 change fee plus the \$55 cost of a new outgoing ticket.

I called back to speak to a reservation agent and I cancelled my whole ticket. That agent informed me that I could use the price of the cancelled ticket, \$238, toward the price of a new ticket, but that it would be subject to a \$200 change fee. In other words, I had \$38 to use toward a new ticket. That agent explained to me that I could log in to usairways.com with my Dividend Miles account and "change" the ticket in order to use the \$38. (Incidentally, I have a previous \$34 credit from a similar situation, but I was informed that these credits could not be combined). I did as the agent instructed and searched for the same Boston to Philadelphia flights while "logged in" under my Dividend Miles account. Shockingly, the prices for the exact same tickets described above were drastically higher when I identified myself by "logging in." Instead of \$55 each way, the outgoing flight was \$161 and the return flight was \$119. These flights totaled \$280 and I was expected to pay that minus the \$38, which was \$243. I immediately "logged out" and searched again. When I did not identify myself to the website, the prices for the exact same flights were once again \$55 each.

I have enclosed dated print-outs of the search results for these flights as proof of this corrupt practice. You can see that when I am "logged in" as myself (the only way I can use the \$38 credit), the price for these round-trip flights is \$133 more than when I search anonymously at the exact same time and date. Thus, U.S. Airways is effectively prohibiting customers from using any of the residual funds from cancelled flights. To prove this, I also took a picture of my computer screen with both windows open simultaneously – the one where I am anonymously searching quoting me the \$55 price, and the other, where I am attempting to "change" my ticket to use the residual funds, quoting me the much higher prices. I am an attorney, but I do not specialize in this type of law. It is apparent that this may be grounds for a class-action law suit, as this is clearly a deceptive business practice, and I will be sending this information to an attorney who is more knowledgeable in this area. I also plan on disseminating

this information on social media websites to alert the public and determine if others have had a similar experience.

It probably goes without saying that anytime I have a choice in the future I will not be flying U.S. Airways.

Sincerely,

Charlotte Whitmore



CHARLOTTE WHITMORE (7.103) | Log out

Book travel

Traval tools

Dividend Mile

Specials

Contact US

1 Search

2 Choose

3 Seats

4 Payment

5 Confirmation



Book your air & hotel together to save

VACATIONS

Depart

Need help? Call 800-327-7810.

Boston, MA Philadelphia, PA

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Flight # / Carrier	Depart	Arrive	Stops	Travel time	Coach Non-refundable	Coach Flexible	First Non-refundable	First Fiexible
1739	5:30 AM BOS	6:52 AM PHL	(0)	1h 22m Seats	○ \$161	○ \$311	○ \$184	O \$410
2051	6:30 AM BOS	7:56 AM PHL	(0)	1h 26m Seats	○ \$161	○ \$311	○ \$154	○ \$410
543	7:00 AM BOS	8:41 AM PHL	(0)	1h 41m Seats	O \$161	O \$311	○ \$154	O \$410
1826	7:30 AM BOS	9:11 AM PHL	(0)	1h 41m Seats	O \$161	O \$311	O \$154	O \$410
1863 🍱 👼	8:30 AM BOS	9:59 AM PHL	(0)	1h 29m Seats	O \$161	○ \$311	O \$184	O \$410
1809	9:30 AM BOS	11:01 AM PHL	(0)	1h 31m Seats	O \$161	O \$311	○ \$154	\$410
1819	10:30 AM BOS	11:58 AM PHL	(0)	1h 28m Seats	-	○ \$311	O \$184	O \$410
2030	11:30 AM BOS	1:02 PM PHL	(0)	1h 32m Seats	O \$161	O \$311	\$184	○ \$410
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2033	12:30 PM BOS	2:00 PM PHL	(0)	1h 30m Seats	○ \$161	O \$311	○ \$238	○ \$410
1703	1:30 PM BOS	3:11 PM PHL	(0)	1h 41m Seats	○ \$161	O \$311	○ \$238	O \$410
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722	6:30 PM BOS	8:04 PM PHL	(0)	1h 34m Seats	○ \$161	○ \$311	○ \$260	○ \$410
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2133	6:00 AM BOS	7:17 AM LGA	(1)	4h 21m Seats	○ \$66	○ \$ 322	○ \$ 525	\$1,166

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Return							Need help? Call 8	800-327-7810
Philadelphia, F	A Bostor	ı, MA						
Date: Wednesday	May 07, 2014							
Flight # / Carrier	Depart	Arrive	Stops	Travel time	Coach Non-refundable	Coach Flexible	First Non-refundable	First Flexible
2012	6:15 AM PHL	7:29 AM BOS	(0)	1h 14m Seats	○ \$70	O \$311	○ \$154	O \$410
1724	7:15 AM PHL	8:29 AM BOS	(0)	1h 14m Seats	O \$161	○ \$3 11	○ \$260	○\$410
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205		8:15 PM PHL	9:28 PM BOS	(0)	1h 13m	Seats	○ \$161	○ \$311	○ \$184	○ \$410
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408	Operated by Ai	6:00 AM PHL	6:59 AM DCA	245	2h 56m		○ \$ 66	○ \$322	Not	Not
210	4 📾 🚉	7:30 AM DCA	8:56 AM BOS	(1)	2H 56H	Seats	0 300	0 3322	Available	Available
408	Operated by Air	6:00 AM PHL	6:59 AM DCA		25 57-	mar-14	O \$66	○ \$322	Not	Not
210		8:30 AM DCA	9:57 AM BOS	(1)	3h 57m	Seats	○ \$66	0 3322	Available	Available
386	Opporator by Av	7:59 AM PHL	8:59 AM LGA			opening to the second			Not	Not
214	Operated by An	10:00 AM LGA	11:18 AM BOS	(1)	3h 19m	Seats	○ \$ 66	○ \$322	Available	Available
386) ** Z#	7:59 AM PHL	8:59 AM LGA			***			Not	Not
214	Operated by All	11:00 AM LGA	12:11 PM BOS	(1)	4h 12m	Seats	○ \$66	○ \$ 322	Available	Available
3904	THE RU	8:20 AM PHL	9:24 AM DCA						Net	Not
2110	Operated by Air	10:30 AM DCA	11:56 AM BOS	(1)	3h 36m	Seats	○ \$66	○ \$322	Not Available	Available
3904	200	8:20 AM PHL	9:24 AM DCA						2	
2112	Operated by Air	11:30 AM DCA	12:53 PM BOS	(1)	4h 33m	Seats	○ \$66	○ \$322	Not Available	Not Available
	and the same	9:55 AM PHL	11:04 AM DCA							
2114	Operated by PS	SA Airlines dba US Ai 12:30 PM DCA	rways Express 1:56 PM BOS	(1)	4h 1m	Seats	○ \$66	○ \$ 322	Not Available	Not Available
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4387	Market .	10:21 AM PHL	11:13 AM LGA							
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2146	Operated by Piedba US Airways Operated by Piedba US Piedba US Airways	edmont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines							Available	Available
2146 4387	Operated by Piedba US Airways	edmont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines	1:12 PM BOS	(1)	2h 51m 3h 50m		○ \$150 ○ \$150	○ \$322 ○ \$322	Available	Available
2148 4387 2148	Operated by Piedba US Airways Operated by Piedba US Airways	admont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA 11:35 AM PHL	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA	(1)	3h 50m	Seats	○ \$150	○ \$322	Available Not Available	Available Not Available
2146 4387 2146 4048	Operated by Piedba US Airways Operated by Piedba US Airways	admont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA			Seats			Available	Available
2148 4387 2148 4049	Operated by Piedba US Airways Operated by Piedba US Airways Operated by Airways Operated by Air	edmont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA 11:35 AM PHL Wisconsin dbe US A 1:30 PM DCA 11:35 AM PHL	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA Airways Express 2:52 PM BOS 12:39 PM DCA	(1)	3h 50m	Seats	○ \$150 ○ \$96	○ \$322 ○ \$322	Not Available Not Available	Not Available Not Available
2148 4387 2148 4049 2116 4049	Operated by Piedba US Airways Operated by Piedba US Airways Operated by Airways Operated by Air	edmont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA 11:35 AM PHL Wisconsin dbe US A 1:30 PM DCA	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA Airways Express 2:52 PM BOS 12:39 PM DCA	(1)	3h 50m	Seats	○ \$150	○ \$322	Available Not Available Not	Available Not Available
2148 4387 2148 4049 2118	Operated by Piedba US Airways Operated by Piedba US Airways Operated by Air Operated by Air	edmont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA 11:35 AM PHL Wisconsin dbe US A 1:30 PM DCA 11:35 AM PHL Wisconsin dbe US A 2:30 PM DCA	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA Airways Express 2:52 PM BOS 12:39 PM DCA Airways Express 3:54 PM BOS 12:39 PM LGA	(1)	3h 50m 3h 17m	Seats	○ \$150 ○ \$96	○ \$322 ○ \$322	Not Available Not Available Not Available	Not Available Not Available Not Available
2148 4387 2148 4049 2118 4049 2118 3870	Operated by Piedba US Airways Operated by Piedba US Airways Operated by Airways Operated by Airways Operated by Airways Operated by Airways	edmont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA 11:35 AM PHL edwisconsin dba US A 1:30 PM DCA 11:35 AM PHL edwisconsin dba US A 1:30 PM DCA 11:45 AM PHL edwisconsin dba US A	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA Airways Express 2:52 PM BOS 12:39 PM DCA Airways Express 3:54 PM BOS 12:39 PM LGA	(1)	3h 50m 3h 17m	Seats Seats	○ \$150 ○ \$96	○ \$322 ○ \$322	Not Available Not Available Not	Not Available Not Available Not Not
2148 4387 2148 4049 2118 4049 2118 3870 2150	Operated by Piedba US Airways Operated by Piedba US Airways Operated by Air Operated by Air	edmont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA 11:35 AM PHL Wisconsin dbe US A 1:30 PM DCA 11:35 AM PHL Wisconsin dbe US A 2:30 PM DCA	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA Airways Express 2:52 PM BOS 12:39 PM DCA Airways Express 3:54 PM BOS 12:39 PM LGA Airways Express	(1)	3h 50m 3h 17m 4h 19m	Seats Seats	○ \$150 ○ \$96 ○ \$96	\$322\$322\$322	Not Available Not Available Not Available Not Available	Not Available Not Available Not Available Not Available
2146 4387 2146 4048 2116 4048 2118 3870 2150 3870	Operated by Piedba US Airways Operated by Piedba US Airways Operated by Airways	edmont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA 11:35 AM PHL edwisconsin dbe US A 1:30 PM DCA 11:35 AM PHL edwisconsin dbe US A 2:30 PM DCA 11:45 AM PHL edwisconsin dbe US A 1:45 AM PHL edwisconsin dbe US A 1:45 AM PHL edwisconsin dbe US A 1:45 AM PHL edwisconsin dbe US A	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA Airways Express 2:52 PM BOS 12:39 PM DCA Airways Express 3:54 PM BOS 12:39 PM LGA Airways Express 3:08 PM BOS 12:39 PM LGA Airways Express	(1)	3h 50m 3h 17m 4h 19m	Seats Seats Seats	○ \$150 ○ \$96 ○ \$96	\$322\$322\$322	Not Available Not Available Not Available Not	Not Available Not Available Not Available Not Available
2148 4387 2148 4048 2118 4049 2118 3870 2150 3870 2152	Operated by Piedba US Airways Operated by Piedba US Airways Operated by Airways Operated by Airways Operated by Airways Operated by Airways	admont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA 11:35 AM PHL Wisconsin dbe US A 1:30 PM DCA 11:35 AM PHL Wisconsin dbe US A 2:30 PM DCA 11:45 AM PHL Wisconsin dbe US A 2:00 PM LGA	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA Airways Express 2:52 PM BOS 12:39 PM DCA Airways Express 3:54 PM BOS 12:39 PM LGA Airways Express 3:08 PM BOS 12:39 PM LGA	(1) (1) (1)	3h 50m 3h 17m 4h 19m 3h 23m	Seats Seats Seats	\$150 \$96 \$96 \$56	 \$322 \$322 \$322 \$322	Not Available Not Available Not Available Not Available Not Available	Not Available Not Available Not Available Not Available Not Available
2148 4387 2148 4048 2118 4048 2118 3870 2150 3870 2150 3838	Operated by Piedba US Airways Operated by Piedba US Airways Operated by Air	edmont Airlines Express 12:00 PM LGA 10:21 AM PHL edmont Airlines Express 1:00 PM LGA 11:35 AM PHL Wisconsin dbe US A 1:30 PM DCA 11:35 AM PHL Wisconsin dbe US A 2:30 PM DCA 11:45 AM PHL Wisconsin dbe US A 2:00 PM LGA 11:45 AM PHL Wisconsin dbe US A 3:00 PM LGA	1:12 PM BOS 11:13 AM LGA 2:11 PM BOS 12:39 PM DCA Airways Express 2:52 PM BOS 12:39 PM DCA Airways Express 3:54 PM BOS 12:39 PM LGA Airways Express 3:08 PM BOS 12:39 PM LGA Airways Express 4:12 PM BOS 1:50 PM LGA	(1) (1) (1)	3h 50m 3h 17m 4h 19m 3h 23m	Seats Seats Seats	\$150 \$96 \$96 \$56	 \$322 \$322 \$322 \$322	Not Available Not Available Not Available Not Available Not Available	Not Available Not Available Not Available Not Available Not Available

3838	Operated by Air	12:59 PM PHL Wisconsin dba US Ai	1:50 PM LGA	(1)	4h 19m	Seats	○ \$ 66	○ \$322	Not Available	Not Available
2154		4:00 PM LGA	5:18 PM BOS							
2076		1:50 PM PHL	2:58 PM LGA	(1)	3h 28m	Coate	\$66	○ \$322	○ \$ 525	O \$1,167
2154		4:00 PM LGA	5:18 PM BOS	(1)	511 20111	Seats	0 300	0 3322	\$525	31,107
2076		1:50 PM PHL	2:58 PM LGA	(1)	4h 29m	Seats	\$66	○ \$322	○ \$525	O \$1,167
2156		5:00 PM LGA	6:19 PM BOS	(-7		Walter manager	O 434	0 4022	0 0020	O C 1,101
3496	Operated by Rep	2:19 PM PHL	3:16 PM LGA							
	dba US Airways			(1)	2h 59m	Seats	○ \$66	○ \$322	○ \$525	\$1,167
2154	DIF:	4:00 PM LGA	5:18 PM BOS							
3496			3:16 PM LGA							
	Operated by Rep dba US Airways			(1)	4h 0m	Seats		○ \$322	○ \$525	O \$1,167
2156		5:00 PM LGA	6:19 PM BOS							
3338	BORGE		4:55 PM LGA							
	Operated by Rep dba US Airways E			(1)	3h 24m	Seats	○ \$96	○ \$322	○ \$525	O \$1,167
2158	2	6:00 PM LGA	7:16 PM BOS							

Legend

US Airways

Summary





\$243 per

* Includes old ticket value, change fee and taxes and fees. Checked baggage fees may apply.

Nevermind, take me bac

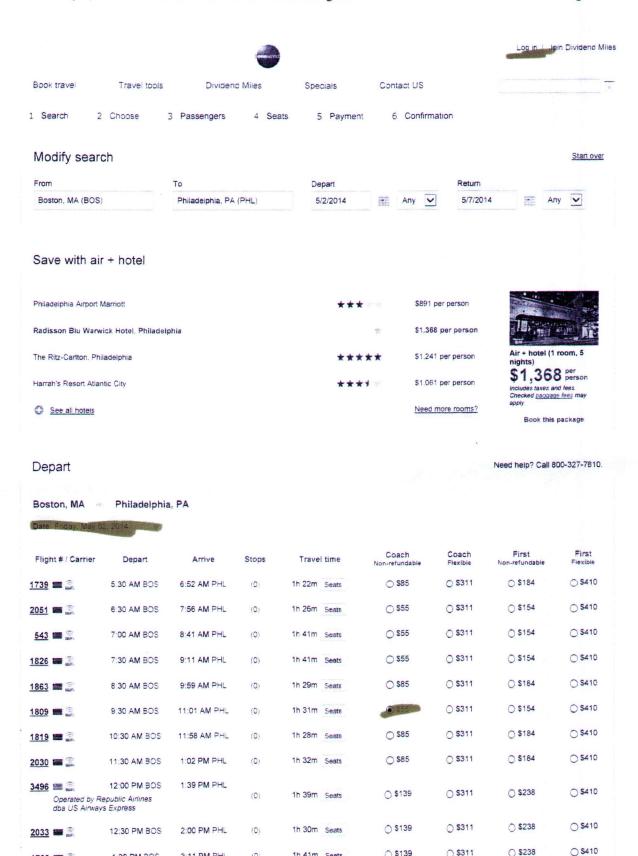
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Settings/Support				Travel agents	



1h 41m Seats

O \$311

○ \$139

3:11 PM PHL

(0)

1:30 PM BOS

1703

1776	2:30 PM BOS	4:02 PM PHL	(0)	1h 32m	Seats	O \$161	○ \$311	○ \$260	O \$410
740	3:30 PM BOS	5:14 PM PHL	(0)	1h 44m	Seats	O \$161	○ \$ 311	○ \$260	O \$410
3217 (See See See See See See See See See Se		6:01 PM PHL	(0)	1h 31m	Seats	O \$139	○ \$ 311	○ \$238	O \$410
1817	5:00 PM BOS	6:35 PM PHL	(0)	1h 35m	Seats	○ \$139	○ \$311	○ \$238	O \$410
728	5:30 PM BOS	7:05 PM PHL	(0)	1h 35m	Seats	○ \$161	○ \$3 11	○ \$260	○\$410
722	6:30 PM BOS	8:04 PM PHL	(0)	1h 34m	Seats	O \$161	○ \$311	○ \$260	○\$410
1755 📰 🚉	7:30 PM BOS	9:01 PM PHL	(0)	1h 31m	Seats	○ \$139	○ S311	○ \$238	O \$410
1886 📟 🚉	8:30 PM BOS	9:55 PM PHL	(0)	1h 25m	Seats	○ \$8 5	O \$311	○ \$184	O \$410

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Philadelphia, PA Boston, MA

Date: Wednesday, May 07, 2014

Flight # / Carrier	Depart	Arrive	Stops	Trave	time	Coach Non-refundable	Coach Flexible	First Non-refundable	First Flexible
2012	6:15 AM PHL	7:29 AM BOS	(0)	1h 14m	Seats		○ \$311	○ \$154	O \$410
1724	7:15 AM PHL	8:29 AM BOS	(0)	1h 14m	Seats	O \$161	○ \$3 11	○ \$260	O \$410
1819	8:15 AM PHL	9:40 AM BOS	(0)	1h 25m	5eats	€ \$55	○ S 311	○ \$154	O \$410
1863	9:15 AM PHL	10:29 AM BOS	(0)	1h 14m	Seats	○ \$85	○ \$3 11	○ \$184	O \$410
3214 (S) Operated by Red dba US Airways		11:10 AM BOS	(0)	1h 25m	Seats	○ \$55	O \$311	\$154	○ \$4 10
2033	10:15 AM PHL	11:40 AM BOS	(0)	1h 25m	Seats	○ \$55	○ \$ 311	○ \$154	O \$410
1804	11:15 AM PHL	12:29 PM BOS	(0)	1h 14m	Seats	○ \$55	O \$311	○ \$154	\$410
1776	12:15 PM PHL	1:28 PM BOS	(0)	1h 13m	Seats	○ \$55	O \$311	○ \$154	O \$410
1778	1:15 PM PHL	2:27 PM BOS	(0)	1h 12m	Seats	○ \$55	O \$311	○ \$154	O \$410
3216 E Operated by Red by US Airways		3:34 PM BOS	(0)	1h 19m	Seats	○ \$ 55	○ \$3 11	\$154	O \$410
1726	2:45 PM PHL	4:01 PM BOS	(0)	1h 16m	Seats	○ \$55	○ \$ 311	○ \$154	O \$410
723	3:15 PM PHL	4:31 PM BOS	(0)	1h 16m	Seats	○ \$161	○ \$ 311	○ \$260	O \$410
739	4:15 PM PHL	5:42 PM BOS	(0)	1h 27m	Seats	○ \$431	O \$311	O \$514	O \$410
715	5:15 PM PHL	6:33 PM BOS	(0)	1h 18m	Seats	○ \$221	O \$311	○ \$320	\$410
1777	6:15 PM PHL	7:49 PM BOS	(0)	1h 34m	Seats	○ \$221	○ \$311	○ \$320	O \$410
1888 📟 🚉	7:15 PM PHL	8:44 PM BOS	(0)	1h 29m	Seats	○ \$139	○ \$ 311	○ \$238	O \$410
2058	8:15 PM PHL	9:28 PM BOS	(0)	1h 13m	Seats	○ \$85	O \$311	○ \$184	O \$410
1708	9:15 PM PHL	10:39 PM BOS	(0)	1h 24m	Seats	○ \$55	○ \$ 311	○ \$154	O \$410



About US	Top links	Specials	Dividend Miles	Travel tools	Follow US
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