

**SOUTHWEST AIRLINES CO.**

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Lyn Montgomery
TWU Local 556
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Re: Grievance #19-0091

In accordance with Arbitrator McKee's remedy for Grievance 19-0091, this letter will confirm our understanding of how Crew Planning will administer Article 10.1.A.8 of the CBA when the Flight Attendant calls to have a line built for the next month:

1. If the Flight Attendant is unable to bid due to inactive status, and calls when the Crew Planning office is open to have a line built prior to noon (12:00) Central Time on the 12th of the month, the Flight Attendant will have two options:
 - a. The Flight Attendant will give the Crew Planner her/his choice(s) of pairing length and start date for a comparable line. Crew Planning will record the choices and, after VR lines are built, build the Flight Attendant a comparable line with open time in accordance with Article 10.1.A.8.a-c. Crew Planning will build and/or release the line for the following month prior to the start of Reserve bidding at noon (1200) Central Time on the 12th. It is understood Crew Planning will need a reasonable amount of time to build and/or release the line for the following month if the Flight Attendant calls on the 12th prior to noon (1200) Central Time. For example, if the Flight Attendant calls Crew Planning at 11:50 Central Time on the 12th of the month, Crew Planning may not have enough time to build and release the line by noon (12:00) Central Time. In such cases, Crew Planning will complete the process of building and/or releasing the line no later than 1800 Central Time on the 12th of the month.
 - b. The Flight Attendant may elect to call back during Crew Planning's business hours any time between noon (12:00) Central Time on the 12th and the end of the month to have her/his line built for the following month. This option will allow the Flight Attendant to select specific comparable pairings (if available). If the Flight Attendant does not call back, Crew Planning may exercise the option outlined in Article 10.1.A.8.d of the CBA. \
2. If the Flight Attendant is unable to bid due to inactive status, and calls when the Crew Planning office is open to have a line built between noon (12:00) Central Time on the 12th of the month and the end of the month, Crew Planning will follow the process outlined in Article 10.1.A.8.a-c.

It is understood if the Flight Attendant calls when the Crew Planning office is closed, she/he may be required to call back when the office is open to have a line built.

It is also understood that a Flight Attendant will not be able to participate in Trip Trade/Giveaway until her/his line is built and/or released.

This conforms to your understanding, please sign below.