



LETTER OF AGREEMENT
between
ALASKA AIRLINES, INC.
and the
ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO

CHIME

This LETTER OF AGREEMENT is made between ALASKA AIRLINES, INC. ("Company") and the Flight Attendants in the service of Alaska Airlines, Inc., as represented by the ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO ("Association").

WHEREAS, the Company and the Association (collectively "the parties") recognize that there is a new scheduling tool available named 'Chime' that will provide Flight Attendants an option to contact Crew Scheduling electronically via Teams chat if desired; and

WHEREAS, the parties wish to outline how Chime (or successor system) will be used;

NOW, THEREFORE, the parties agree as follows:

The new Chime icon will be loaded into the Microsoft Teams Platform on all Flight Attendant company issued Inflight Mobile Devices (IMDs).

Flight Attendants may initiate communication with Crew Scheduling via Chime. Chime chats may only be initiated by the Flight Attendant, not Crew Scheduling.

During each shift, at least one Crew Scheduler will be assigned to monitor Chime as part of their regular duties.

Once a chat is initiated, the Flight Attendant will be notified of the expected wait time. Crew Scheduling will make reasonable efforts to respond within 2 minutes of the chat starting.

Requests made by the chat are not automatically approved. Flight Attendants must confirm all scheduling requests have been approved by Crew Scheduling (for example, a request for deadhead release does not automatically mean the Flight Attendant is released from the deadhead, Crew Scheduling must approve the request).



Eight (8) chat topics have been pre-identified because they are task related and do not require intensive Crew Scheduling intervention. Those eight (8) topics are as follows:

- Safety Concern
- Van or Hotel Information
- Might be Late or Ground/Air Commuting Issues
- Duty Manager
- Deadhead Booking/Release Deadhead or Surface Deadhead
- Delayed Flight or Misconnections
- Temporary ID
- Cancelled Flight

Additional chat topics may be added by mutual agreement of the parties. The company agrees to consult the Association prior to removing chat topics. Flight Attendants are only allowed to use Chime for the approved chat topics pre-populated in the Chime tool.

A Flight Attendant may not use the Chime tool to report any type of absence (e.g. sick, sick family, FMLA, etc.).

If a Flight Attendant chooses to initiate a message to Crew Scheduling, the message will be considered positive contact/notification for the subject for which the Flight Attendant reached out (e.g., pre-cancellation, might be late, etc.).

Crew Scheduling will only communicate with the Flight Attendant about the communication topic selected in that specific chat (for example if a Flight Attendant contacts Crew Scheduling for a temporary ID, the Crew Scheduler will not use that specific chat to notify the Flight Attendant of a future pre-cancellation).

If a Flight Attendant requests information unrelated to the pre-agreed chat topic (for example if a Flight Attendant selects 'Deadhead' but attempts to chat that they are wishing to be marked off sick for a trip), the Crew Scheduler will advise the Flight Attendant that this is not a pre-agreed to communication topic on Chime and will direct the Flight Attendant to call Crew Scheduling.

If a Chime chat disconnects or a Flight Attendant becomes unresponsive before completion of a chat, the Crew Scheduler will ask if the Flight Attendant is still engaged before disconnecting.

- a. If the Flight Attendant does not respond within sixty (60) seconds, the Crew Scheduler will ask the Flight Attendant if they are still connected.
- b. If the Flight Attendant does not respond within thirty (30) more seconds, the chat may be ended.
- c. If the chat that was ended was regarding the pre-identified chat topic of "Pre-cancellation", the Crew Scheduler will call the Flight Attendant to discuss the pre-cancellation. If the Flight Attendant doesn't answer, the Flight Attendant will be marked as 'waive pay'.



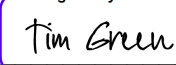
Initial communication about Chime will be sent to Flight Attendants via bulletin bundle, e-mail, and a Team AAG story. A supplemental training guide will be published on the Inflight Webpage and with the Bulletin Bundle. Updates indicating the addition or removal of a chat topic will be published via a bulletin bundle.

All other provisions of the AFA CBA remain in full force and effect.

Either party may terminate this Letter of Agreement with 30 days' notice to the other party in writing.

IN WITNESS WHEREOF, the parties hereto have signed this LETTER OF AGREEMENT this 13th day of October 2025.

FOR:
ASSOCIATION OF FLIGHT
ATTENDANTS-CWA, AFL-CIO

Signed by:

25D7C9BC28FB497...
Timothy Green
Master Executive Council President

FOR:
ALASKA AIRLINES, INC.
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Carmen Williams
Managing Director, Labor Relations