

Southwest Airlines Responds to Customers' Unruly Behavior

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Customers Questioned Due to Behavior, not Appearance, and Not Banned for Life

Southwest Airlines would like to set the record straight regarding a situation involving two female Customers, Ms. Sarah Williams and Ms. Nisreen Swedberg, on Flight #3600 from Tampa Bay to Los Angeles on February 14, 2008. During this flight, the Flight Crew and several witnesses confirm that Ms. Williams and Ms. Swedberg's unruly behavior was touched off by an occupied lavatory. After banging on the door, Ms. Williams and Ms. Swedberg became verbally abusive and threatening toward the Customer who had been using the lavatory.

When Our Flight Crew addressed the situation with Ms. Williams and Ms. Swedberg, the two Customers continued their threatening behavior and abusive language. At this time, the Flight Crew requested that local police meet the flight upon its arrival in Los Angeles. The police questioned several witnesses, as well as Ms. Williams and Ms. Swedberg, who were later released. Contrary to reports, we did not ban these Customers from flying Southwest Airlines.

Our Employees must maintain a Safe and comfortable environment onboard the aircraft at all times. Despite some news reports, this story has nothing to do with Ms. Swedberg and Ms. Williams' appearance, but rather, their use of what other Passengers tell us was profanity and threatening behavior onboard one of our flights. Finally, we would have gone out of business a long time ago if we discriminated against beautiful women -- or anyone else for that matter. We carry almost 100 million Customers a year, and they are all beautiful in our eyes.

To view a statement from Southwest Airlines, visit: <http://www.youtube.com/watch?v=aPdSs3AiRhA>

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