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**Senior Vice President**  
**Government Affairs**

PRIVILEGED AND CONFIDENTIAL

February 4, 2016

The Honorable Edward J. Markey  
United States Senate  
Washington, DC 20510

Dear Senator Markey:

Thank you for your letter inquiring about steps we take to protect our fleet, systems, and customers' data against cyber-attacks. We appreciate knowing of your interest in this topic, and Mr. Anderson has asked that I respond on his behalf.

We take very seriously the responsibility to protect our fleets, computer networks and systems, and passengers' data against unwarranted cyber intrusion or attack, and have put in place a robust set of internal systems, information, and fleet security policies and procedures to secure them against the same. We are an active member of the Aviation Information Sharing and Analysis Center, which provides a venue for industry stakeholders including airlines, manufacturers, the U.S. government and others, to analyze and share timely, relevant, and actionable information about threats, vulnerabilities, and incidents - including those in the cyber space. We also coordinate routinely with the Department of Justice, Federal Bureau of Investigation, Department of Homeland Security, and Transportation Security Administration to share information and identify and respond to threats to the security of our cyber assets.

As you may know, we provide passengers with WIFI internet service on most of our fleet through the service provider GoGo. Background checks are conducted on our employees performing software installation and maintenance, and we require the same of any third party contract employees performing aircraft maintenance. We use company hardware and cloud services to store passenger data, and sensitive passenger-related data is encrypted. Our management strongly supports a robust and active information security program for our worldwide business to ensure the confidentiality, integrity, and availability of information we create and obtain, in order to maintain the privacy of our employees and customers.

As to your specific questions, we would appreciate the opportunity to provide a more detailed in-person briefing to your staff in the near future. We look forward to working with you on this important issue.

Sincerely,