

BUSINESS TRAVELnews

June 27, 2011

Company	2010 ARC Air Transactions	2010 U.S. Non-ARC Air Transactions	2010 ARC Air Sales (\$)	2010 U.S. Non-ARC Air Sales (\$)	2009 ARC Air Transactions	2009 U.S. Non-ARC Air Transactions	2009 ARC Air Sales (\$)	2009 U.S. Non-ARC Air Sales (\$)	Primary GDS, % Of 2010 Worldwide Transactions	Affiliations
Travel Leaders Group Tzell Travel Group	1,336,574	230,408	926,605,069	106,973,510	962,534	196,523	626,976,324	87,181,198	Sabre, 80%	ABC, Global-Star, Travel Leaders

Travel Agency Survey Methodology

Business Travel News again this year asked travel management company chief executives to sign release forms and send them to Arlington, Va.-based Airlines Reporting Corp., authorizing the U.S. bank settlement plan organization to release for publication each agency's 2009 and 2010 ARC air ticket transaction and sales data.

BTN invited agencies that book more than half of their sales for business travel through ARC to release ARC data for wholly owned home offices and legal entities, including all branch and satellite ticket printer sales data and the percentage of tickets purchased for domestic travel. ARC provided only ARC air transaction and sales data and the percentage of sales booked for domestic versus international travel. ARC defined net air sales as the total fare amount minus the commission. The sales figure represent the home office location's total net sales. Air transaction counts exclude refunds, exchanges and voids.

All other data, including non-ARC sales and transactions, are self-reported. This volume may include purchases made with carriers that do not participate in ARC (such as Southwest Airlines), through vendor websites, sales to ARC-accredited Corporate Travel Department accounts and such bulk-buy programs as American Airlines' AAirpass. Publicly held American Express and HRG, privately held BCD and Carlson Wagonlit and all online-originating players did not participate.

2011 BUSINESS TRAVEL SURVEY

Ranking The Participating TMCs*

Company	2010 Transactions	2009 Transactions	% Change
Travel Leaders Group Tzell Travel Group	1,336,574	962,534	39%
Travel and Transport	853,370	726,265	18%
Altour	698,268	490,054	42%
Omega World Travel	610,070	579,155	5%
World Travel Inc.	587,074	488,458	20%
Frosch Travel	568,901	378,982	50%
Ovation Travel Group	475,165	292,736	62%
FCm Travel Solutions	455,322	417,131	9%
Adtrav	359,649	309,800	16%
Adelman Travel Group	338,646	289,597	17%

* Top 10 travel management companies among those that agreed to the disclosure by ARC of their transactions processed through the settlement firm.



A Travel Leaders Group Company