



Dear Travel Agency Partner,

As previously announced, effective from May 31, 2022, U.S. points of sale that are still using legacy technologies will experience two modifications with respect to Hawaiian Airlines products and services:

1. Fares for travel wholly within the Hawaiian Islands ("Neighbor Island" fares) will no longer be available.
2. Hawaiian will recover its costs of agents choosing to use those legacy channels via a \$7.00 USD Distribution Cost Recovery Surcharge (DCRS) for each ticketed segment.

As part of our GDS testing the Amadeus and Travelport GDSs have experienced technical difficulties in implementing itinerary restrictions on Neighbor Island fares. As a result, starting on May 31, 2022, U.S. points of sale agencies using Amadeus and Travelport will not be able to sell Neighbor Island fares to create itineraries wholly within the Neighbor Islands or itineraries where a Neighbor Island fare is sold in combination with a North America or International Transpacific fare. This technical difficulty may impact circle trips and stopover itineraries; however, it does not impact the salability of through fares. Hawaiian Airlines continues to work with Amadeus and Travelport but we do not currently have a timeline for the resolution of their respective technical difficulties. If you have further questions with respect to these technical issues, please direct them to Amadeus and Travelport, as appropriate. There have been no similar difficulties in implementing the DCRS with Amadeus and Travelport.

For questions about our distribution strategy or anything else, please feel free to reach out to your Hawaiian Airlines sales representative, visit our [HA Connect website](#) or email AgencySupport@HawaiianAir.com.

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