



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.

Recently we announced that Amadeus and Travelport were experiencing technical difficulties in implementing the above two changes. We are now pleased to update you that Travelport has resolved their technical issues. Therefore both the Travelport and Sabre GDS are now compliant with the two changes described above.

Amadeus continues to experience the technical difficulties. As a result, from May 31 agencies using the Amadeus GDS 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, but we do not currently have a timeline for the resolution. If you have further questions with respect to these technical issues, please direct them to Amadeus, as appropriate.

For questions about our distribution strategy or anything else, please feel free to refer to our FAQ's on the [HA Connect website](#) or contact AgencySupport@Hawaiianair.com.

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