



Dear Travel Agency Partner,

The pandemic has caused us all to become leaner, more nimble, and relentlessly focused on delivering a safe and enjoyable experience for our guests as they return to the skies. Hawaiian's network shrunk to 13% of 2019 levels as the pandemic exploded, and we are now well on the path to recovery. Thanks to your partnership and the support of our guests and team, we will emerge from the pandemic as a stronger airline.

As a destination airline focused on leisure travel to, from and within Hawai'i, it is essential that we continue to invest in more modern and efficient technologies to better tailor our products and services to the Hawai'i traveler.

As we move forward together, Hawaiian will be encouraging use of modern distribution technologies that allow us to provide greater choice and value to our guests. Effective from April 1, 2022, Hawaiian will make two significant modifications for U.S. points of sale that are still using legacy technologies:

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 Distribution Cost Recovery surcharge.

These changes will not apply to points of sale outside of the U.S. for the time being. Travel agencies that wish to retain access to all Hawaiian fares without a surcharge for U.S. points of sale will soon be able to access HA Channel+ three ways: via HA Connect, the Hawaiian Airlines Partner Portal and HA Connect Approved Partners.

HA Connect is our NDC-based direct connect solution, which agents can use either by integrating directly or by using one of Hawaiian's NDC integration partners. We will also make HA Channel+ content available via our new **Hawaiian Airlines Partner Portal**.

Hawaiian is committed to providing as many options as possible to access our content on cost efficient, modern technologies. With that in mind, we are delighted to announce new partnerships with the following **HA Connect Approved Partners**: [ATPCO](#), [ClarityTTS](#), [NuFlights](#), [Thomalex](#), [Tidesquare](#), [Travelfusion](#), [TravelNDC](#), and [Verteil Technologies](#). These NDC integration partners are ready to discuss how you can use their technology to access Hawaiian's full range of fares. We hope to add further HA Connect Approved Partners over time, including the GDS. Please contact your GDS if you have questions about their plans for connecting to HA Connect.

Along with these updates, Hawaiian is providing new instructions to its agents with respect to distribution of Hawaiian's products and services. These instructions are being published for all of our agents via a new [Addendum](#) to the ARC Agent Reporting Agreement and IATA Passenger Sales Agency Agreement which will take effect on January 1, 2022. This Addendum will supplement our existing terms and become binding upon your business when you use Hawaiian's identification plate to process a ticket on or after January 1, 2022.

Thank you again for your partnership. For questions about our distribution strategy or anything else, please feel free to reach out to your Hawaiian Airlines sales representative or visit our [HA Connect website](#).

Theo Panagiotoulas
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