



March 17, 2020

Letter from United Regarding Temporary Service Suspensions

United Airlines, Inc. ("United") has long served the Guam and Micronesia region. We are proud of our 50 year history in serving island communities. We understand how important safe and reliable air service is to the communities we serve. However, the spread of the Coronavirus continues to have a significant impact on the airline industry.

United has been proactive in addressing this crisis and has taken great care in making decisions about our scheduled service. However, additional action is needed and we, reluctantly, need to advise you that United has made the difficult decision to suspend a number of operations at our Guam hub. Effective March 22 through May 3 United will operate the following reduced schedule (subject to change). Routes that we typically operate to/from Guam, but which are not mentioned here are temporarily suspended.

- Guam – Honolulu – Guam one daily flight
- Guam – Nagoya – Guam one daily flight to March 29 then suspended
- Guam – Osaka – Guam one daily flight to March 29 then suspended
- Guam – Tokyo Narita – Guam one daily flight to April 5 then four weekly flights thereafter
- Guam – Palau – Guam one weekly flight
- Guam – Saipan – Guam four weekly flights
- Guam – Yap – Guam one weekly flight
- Full Island Hopper Service (all five points) will operate eastbound Monday and westbound Tuesday
- Short Island Hopper Service (GUM-TKK-PNI-GUM) will operate Saturday

United asks for your understanding of both the challenges we are facing and the difficult decisions we need to make to ensure that United can endure the current challenges and resume our normal service levels when passenger confidence and demand return.

United