



# Office of the Attorney General of Guam

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## FOR IMMEDIATE RELEASE

### Guam and CNMI AGs to United Airlines: Improve Flight Services

November 05, 2015, Tamuning, Guam- Airline consumers from Guam and the Commonwealth of the Northern Mariana Islands who travel to Hawaii have complained for years about the subpar and declining quality of service on United Airline's Guam-Honolulu (GUM-HNL) international route.

Today the Attorney General of Guam, Elizabeth Barrett-Anderson, and the Attorney General of the Commonwealth of the Northern Marianas Islands, Edward Manibusan, together issued a letter to Acting United Airlines CEO Brett J. Hart outlining numerous customer complaints, and asking to initiate a dialogue to help improve services on United's GUM-HNL route.

The concerns raised in their letter include the loss of free inflight meals, increased costs for baggage, loss of free entertainment, older planes causing frequent breakdowns, and insufficient flight crews to name a few. While customers understood that the Continental-United Airlines merger would result in certain changes, the resulting changes have been very frustrating.

Attorneys General Elizabeth Barrett-Anderson and Edward Manibusan wrote "the level of service provided by United on this route has never met the level of Continental..." who were "deeply rooted in this Region and invested in its people."

General Barrett-Anderson and General Manibusan point out that the GUM-HNL is an international flight. With that in mind, they question why United does not provide free in-flight meals and two free checked baggage to consumers on the GUM-HNL flight as United provides for all other international Asia-Pacific flights. Instead, they are treated as if traveling on a domestic North American route and are forced to pay for meals, certain beverages, and a baggage fee after the first checked bag.

They point out that "these inequities are even more glaring... given that the fare for the GUM-HNL route is more than *twice* as much as the NRT-HNL fare."

Attorneys General Barrett-Anderson and Manibusan intend to reach out to government officials in the Western Pacific Region whose consumers are also affected.

This is the first of many ventures the Consumer Protection Divisions of the CNMI and Guam AG's Office will embark on under a cooperative agreement between the two offices on behalf of local consumers for both islands.

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