

Hawaiian Air has been the only airline that flies between the island territory and Hawaii or any other US port. The current monopoly that it has with the territory has allowed it to do things that would have never happened had their been competition.

Recently, I just returned home from my business travel on August 24, 2006. The plane that I flew in from Los Angeles was the same plane we were going to fly to American Samoa. The day was normal like any other day travelling from Hawaii to American Samoa. The boarding was normal and on time. Upon filing into the plane, all passengers were on the plane, but after a 30 minutes after everyone got had boarded, they still hadn't closed the doors. It was about 10 minutes after that the pilot had made an announcement that something was wrong with the fuel gauge and that they couldn't read the amount of fuel. The piloted stated it would take 15 minutes. 30 minutes later the pilot would make an announcement that it would take about 15 minutes. This went on for about 4 hours while we were all on the plane. We had passengers who were asking for juice or something sweet to drink because they were diabetic. The HA crew during this 4 hour period had only provided the passengers with 1 cup of water.

After this had gone on for a while, passengers were getting irritable and finally HA crew allowed for passengers to deplane and move to the terminal. We were allowed to leave the confines of the waiting room if we surrendered our US Passports. I didn't understand why a US Citizen would have to surrender his US Passport in a US state, but this was the only way passengers could use the rest room facilities located in the terminal, so all had agreed.

The decision by HA was that another plane would be used, this is after 1 or so after our wait in the terminal. We moved to another terminal to finally make it home.

I understand the safety issues with the matter that HA crew were facing and I applaud their determination to be a safe airline. What behoves me is their lack of humanity and treatment of passengers travelling to American Samoa.

Passengers travelling to American Samoa from Hawaii would have to wait until all West Coast passengers have completed checked in, even if there is an open counter, no passengers travelling to American Samoa is allowed to check in, the line to American Samoa snakes around the ticketing terminal and passengers wait up to 3-4 hours in line while other Hawaiian Air passengers have the luxury of checking in. It unfair treatment of passengers travelling to American Samoa and those standing in our line cannot help but feel like 2nd class citizens.

For the amount of money that we all pay just to get to Hawaii from American Samoa, its as if we're paying for 1st class. While those passengers travelling from Hawaii to West Coast, especially Las Vegas enjoy cost of tickets that are half or even sometimes 1/3 the cost of what we pay to travel from American Samoa to Hawaii.

I'm hoping that HA really is able to view these comments as constructive comments to improve their services, but more importantly recognize that American Samoa is an island community that has a average wage salary of about \$4,500, and when someone needs to travel, we're talking about paying for an airline ticket that amounts to about 20%-25% of someone's annual salary.

All we want is competitive pricing, and equal treatment. Just what any person in the US would ask.

Thanks,