

FW: United Airlines The Netherlands | Technology upgrade and outage communication + Tag toevoegen

do 29.01.2026 09:29

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The Netherlands



Technology upgrade and outage communication

On February 4 from **8:30 a.m. - 12:00 noon CET** (1:30 - 5:00 a.m. CT US), United will conduct a technology upgrade which will restart our systems to help us maintain better functionality and reliability. During this time, connecting to United's reservations system will be temporarily unavailable to travelers, distribution/GDS partners, travel agents, as well as United representatives.

United systems that will be temporarily unavailable include all United direct channels (United.com, United Mobile app), agency channels (NDC and GDS), and other airlines:

- **Reservations access** through any system
- **Flight check-in** through United.com, United mobile app, and/or at the airport
- **Creating or modifying a reservation** (issuing new ticket/exchange)
- **Purchases**, including new tickets, seats, pay for checked bags and other purchases
- **MileagePlus access**
- **United Jetstream amenities**

Travelers who attempt to access the above systems will receive a brief notification message.

We proactively adjusted flight schedules to minimize the number of customers affected and gave customers the opportunity to adjust their travel. **United/United Express flights will not depart during the outage**, but flights enroute prior to the upgrade time will land at their scheduled destination.

We appreciate your understanding and thank you for your continued partnership.

Agent support

salesolutionams@united.com

020 406 90 80

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