

Dear Travel Partner,

It has now been three weeks since the tragic loss of flight AI171. During this time, our teams, along with support from the wider Tata Group, hundreds of volunteers and local authorities, have been working with urgency to assist the impacted families in their moment of deepest need. Our on-ground support in Ahmedabad will continue for as long as required.

As you may be aware, the Aircraft Accident Investigation Board (AAIB) has been convened, and we await its findings to guide our learnings. **In parallel, we have implemented a temporary 'Safety Pause' across our domestic and international networks. This step has allowed us to:**

- Conduct voluntary aircraft inspections beyond the mandated safety checks
- Manage challenges linked to volatile airspace conditions and airport restrictions
- Stabilise crew rosters and flight schedules
- Accelerate aircraft reliability improvements with OEM support

As a result, there have been adjustments to our domestic and international schedules and we're working closely with all stakeholders to minimise any disruptions. **We sincerely appreciate your continued understanding and support during this time and will continue to keep you updated on the developments as we move forward.**

Should you need any clarification or information at any time, please reach out to your local Air India representative.

**Warm regards,  
Team Air India**