

Air Wisconsin Customer Service Plan

Air Wisconsin Airlines is in business to provide safe, dependable and friendly air transportation to our customers, along with numerous related services. We are dedicated to making every flight you take with us something special. Your safety, comfort and convenience are our most important concerns. Although we are successful in this effort most of the time, there are times when things do not go as smoothly as we, and you, would like. Operating a network of more than 350 daily flights and servicing thousands of passengers each day is challenging and complex. Inevitably, some of our flights are affected by adverse circumstances, some of which are within our control and some of which are not.

This Customer Service Plan addresses a number of the service goals we have defined for ourselves. Every customer is important to Air Wisconsin, and we are dedicated to making every flight you take with us something special. Your safety, comfort and convenience are our most important concerns.

Lowest fare availability

Air Wisconsin operates flights on behalf of American Airlines as American Eagle. Air Wisconsin does not perform any reservation, ticketing or refund functions. Instead, these services are provided by our partner, American Airlines, to offer customers who contact the reservation system via telephone, at airport ticket counters or their online reservation system, the lowest available fare, exclusive of Internet only fares, when specific dates and times are provided. If you do not provide specific information about your travel requirements, AA will provide you with a range of fares for your general needs. In the event the lowest available fare is not quoted, American's liability is limited to the difference between the fare quoted and the lowest available fare for which the customer was eligible at that time. If lower AA fares are available online or elsewhere, we will advise this is the case.

In the U.S., please contact American Airlines at 800-433-7300 for further information. If assistance is needed in Spanish, you may dial 800-633-3711. If you have a hearing or speech impairment, you may contact American Airlines at 800-543-1586. International reservations are handled through local offices, and those numbers can be found in local telephone directories.

Delays, cancellations and diversion events

Air Wisconsin crews onboard an affected aircraft, and our partners American Airlines and American Eagle, at airport locations, will provide customers with timely and frequent updates regarding known delays, cancellations and diversions within 30 minutes of becoming aware of the flight irregularity. We will strive to provide the best available information concerning the duration of delays and, to the extent available, the flight's anticipated departure time.

It is American Airline's policy to contact you in advance, whenever reasonable, at the phone number(s) provided in the reservation record. If you booked your reservations with a travel agency, AA Reservations representatives attempt to contact the agency when no customer phone contact exists. In addition, AA provides phone, email and text updates for those customers who sign up for flight status notification via aa.com.

When cancellations and major delays are experienced, we will attempt to reroute you on our next flight with available seats. If the delay or cancellation was caused by events within our control and we do not get you to your final destination on the expected arrival day, we will provide reasonable overnight accommodations, subject to availability. If a flight is adversely affected by events beyond our control, you are responsible for your own overnight accommodations, meals and incidental expenses. American

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Airlines and American Eagle personnel may be able to help you obtain accommodations in these circumstances.

It is sometimes necessary for flights to divert, or land at a location other than the flight's intended destination. Medical emergencies and severe weather conditions are examples of situations when a flight could land in another city. If we believe there is a reasonable possibility that a flight will be diverted, that information will be provided to you before departure, when available. In the event a diversion decision occurs after the aircraft has departed, the in-flight crew will inform you.

In extreme circumstances, it is possible that a flight will cancel while on the ground in the city to which it was diverted. When this happens, we will attempt to reroute you on the next American Airlines or American Eagle flight with available seats, or in some circumstances on another airline or some other alternative means of transportation. If we are unable to reroute you, reasonable overnight accommodations will be provided, subject to availability.

Essential customer needs during extraordinary delays

Our top priority is the safety and well-being of our customers, and we are focused on having all our flights arrive and deplane on schedule. On very rare occasions, there may be extraordinary events that result in very lengthy onboard delays. These are situations in which an aircraft is delayed on the ground (other than on an active runway or taxiway) but does not have access to a terminal gate for more than two hours. We have developed detailed contingency plans at every domestic airport to address these situations. In such events, we will make every reasonable effort to ensure your essential needs, such as snack food, water, restroom facilities and basic medical assistance, are met. Every American Airlines and American Eagle U.S. airport team has an operational contingency plan in place to address these needs, which includes coordination with the local airport authorities and other airlines serving the airport when appropriate. Each plan designates a local control person to coordinate activities of the local team and communicate with our central operations team at headquarters.

Helpful suggestions

Whenever possible provide a cell phone number when you make a reservation or check in and sign up for Flight Status Notification on aa.com.

Assistance when your flight has been delayed or cancelled

We expect, as you do, that we will operate flights on time. On occasion, the weather or other challenges can make it difficult, if not impossible to stay on schedule. When a delay or cancellation does occur, our goal is to get you to your destination safely and as quickly as possible.

For more information related to services provided to mitigate the effects of cancellations and misconnections, please click on the following link:

[Tips for assistance when your flight has been delayed or cancelled](#)

Baggage delivery

The American Airlines and American Eagle team devotes extensive resources and efforts to ensure customers and their bags travel on the same flight. In the event your checked bags do not arrive on your flight, reasonable efforts will be made to ensure that the bag is returned to you within 24 hours for flights within the U.S. Since we cannot guarantee the delivery of baggage carried by another airline, our

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goal to return bags within 24 hours applies only when American/American Eagle is the carrier taking you to your final destination. When checked baggage is delayed, a Baggage Service Representative will compensate reasonable interim expenses to purchase items necessary for immediate use. Returning your bags may take longer on international flights due to flight duration, frequency of flights or Customs & Immigration procedures at the destination airport. American Airlines and American Eagle attempt to contact customers whose unclaimed checked baggage contains contact information. If American determines that your baggage is lost, you will be reimbursed for any checked baggage charges.

If you are unable to locate a bag upon arrival, you should notify a Baggage Service Agent prior to leaving the airport. At that time, the bag delivery procedure will be explained, and you will be provided with a brochure explaining the baggage recovery process. You will also be given a local or toll-free phone number that can be used for follow-up. For all U.S. locations, the number is 800-535-5225. This call center is available 24 hours a day to assist you. You will also receive periodic updates regarding the status of your baggage. For international locations, hours of operation may be limited, but a local phone number is provided so you can obtain baggage information. You may also view the status of your baggage online.

[Check your bag status](#)

Once a delayed or misrouted bag is located, a delivery company will return the bag to your local address at our expense. There are some circumstances that may inhibit our ability to return your bags within 24 hours:

- No local name/address/phone numbers are provided
- You are located at a remote location or an "unreachable" address, such as a cruise ship or a camping site
- You changed your delivery address, but did not notify us
- We have limited flight schedules to your destination
- Operational circumstances prevent American Airlines or American Eagle from being able to locate or deliver your bags within this timeframe

A record of your delayed baggage report is available and includes the contact information and delivery address you provided when you filed your report. Should you need to change this information and you filed your report within the U.S., you may contact American at 1-800-535-5225. If you filed your report outside of the U.S., please contact the local number on the delayed baggage receipt.

[View your delayed baggage report](#)

Helpful suggestions

Although statistics suggest it is highly likely your luggage will arrive with you, there is a possibility it might inadvertently be misrouted. For this reason, it is important to place your name, address, and telephone number(s) on the outside and inside of your bag. This will also make your bag easier to identify when claiming it at your destination. You should also carry certain items onboard with you. These could include, but are not limited to, travel documents, medication, jewelry, cash, keys, business documents, electronics or other items of particularly high personal value.

Baggage liability

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Domestic travel is defined as travel in which the itinerary remains within the U.S., including Puerto Rico and/or the U.S. Virgin Islands. American will reimburse per ticketed domestic customer for lost or damaged checked baggage, subject to claim verification. The specific procedures for making lost or damaged baggage claims will be provided to you at the time a claim is filed. We will not pay for normal wear and tear on checked baggage or for loss or damage to belongings you carry on board in the passenger cabin. Certain items (e.g., cash, jewelry, cameras) are excluded from liability for lost or damaged checked baggage. A complete list of the limitations and exclusions is in American Airlines Conditions of Carriage and is also available upon request.

International travel is governed by the Warsaw Convention or the Montreal Convention depending on your travel routing. Additional information can be found on the American Airlines website, aa.com.

Federal regulations require that checked baggage remain unlocked. Improperly packed items (e.g., boxes) or those considered fragile (e.g., paintings) may not be covered under the American Airlines baggage liability provisions. If the value of the contents of a checked bag exceeds our standard coverage you may purchase additional baggage insurance. This insurance, known as excess value coverage, may be purchased at the ticket counter when checking in. Excess value insurance does not cover damage. Not all high value items are covered by this insurance, so you should verify with the agent that your specific belongings are included.

Guaranteed fares and 24-hour hold policy

When you purchase a ticket seven or more days prior to departure by telephone through American Airlines Reservations or via aa.com for American Airlines and American Eagle flights, you have up to 24 hours from the time of ticket purchase to receive a full refund for your ticket.

To request a refund, you must first cancel your reservation. To cancel your trip, contact AA Reservations if you booked as a guest. AAdvantage members can log in to aa.com or contact Reservations. Once cancelled, request your refund at prefunds.aa.com. Reservations service charges will not be refunded.

After 24 hours have elapsed, normal refund policies apply to the ticket. If you elect to make changes to the itinerary after the 24 hour time period, a change fee may apply and the ticket price may also change depending on the fare purchased.

For additional information within the U.S., please contact American Airlines at 800-433-7300. If assistance is needed in Spanish, you may dial 800-633-3711. If you have a hearing or speech impairment, you may dial 800-543-1586. International reservations are handled through local offices, and those numbers can be found in local telephone directories.

[Request a refund](#)

[Contact Reservations](#)

Refunds

American Airlines will strive to process eligible refunds in the time frames set out below, upon receipt of all required information. Some optional products and services tickets are not refundable.

For all eligible paper and electronic tickets and optional products and services purchased within the U.S. with a credit card or cash, refunds will be provided within 7 business days of receipt of the required

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refund information. (The credit card refund may take up to two billing cycles before appearing on a credit card statement, so you should contact your credit card company directly to verify receipt of the credit.) Tickets and optional products and services purchased with a check will be refunded within 20 business days of receipt of the required information.

Refunds for electronic tickets can be obtained by contacting the AA Reservations department or through the Refund section on the aa.com website. Refund requests can be sent to:

American Airlines
Attention: Passenger Refunds
4000 E. Sky Harbor Blvd.
Phoenix, AZ 85034

Fax: 800-892-3447
International fax: 480-693-2759

Certain refund requests cannot be accommodated in the time frames discussed above. For example, refunds for lost tickets must be held for 90 days to ensure they are not found and used. Tickets with adjustments (for example, a customer buys a First Class ticket but actually travels in the main or coach cabin) require we verify the itinerary and class of service flown, this can take up to 45 days. Tickets purchased through a wholesaler that include non-air portions cannot be processed as they are handled by the tour provider. Tickets that were purchased outside the U.S. require special handling because we must ensure that currency conversion rates are calculated correctly.

Refunds for credit card purchases will be made only to the credit card account. Service charges are collected for some refunds (e.g., lost tickets).

Helpful suggestions

To ensure a prompt refund, you must submit all required documentation and information, including:

- Valid ticket or optional products and services receipt submitted to AA before expiration date (tickets and optional services expire one year from the date of issue)
- Original unused flight coupons for paper tickets
- Ticket number for electronic tickets
- Brief written explanation
- Your name, address and telephone number(s)
- Form of payment used to purchase the ticket

[Refund Information](#)

Accommodation of customers with special needs

Unaccompanied minor service

American Airline's unaccompanied minor service allows children in certain circumstances to travel alone on our flights.

Guidelines for our unaccompanied minor service:

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- Children 5 years and older may travel on American Airlines or American Eagle on non-stop or same-plane flights.
- Children must be 8-14 years old to travel itineraries requiring a connection on American Airlines or American Eagle, connecting flights must be through the following airports: CLT, DCA, DFW, JFK, LAX, LGA, MIA, ORD, PHL, PHX.
- Children 15-17 years old are considered young adults and are not required to use the unaccompanied minor service. However, the unaccompanied minor service is available to them upon request and under the same provisions.
- American Airlines and American Eagle do not accept unaccompanied children (UMNR) when their itinerary includes a connection to/from another airline, including codeshare and oneworld® partners.
- A charge is assessed for providing unaccompanied minor service

When taking your child's reservation telephone numbers for parents or guardians will be required. At check-in, you will also be asked to provide names, addresses, and home and business phone numbers for you and the party meeting your child. This information is used in identifying the party meeting your child upon arrival, and it will assist us in contacting you if necessary. We recommend checking in early at the airport to ensure you have adequate time to complete the required paperwork and pre-board your child.

The welfare of unaccompanied minors is a matter we take very seriously. In advance or upon check-in, if there is a possibility that your child's flight might be delayed or misconnect for any reason, we may change your child's flight schedule, including the departure date.

An airport representative will assist your child at the connecting city, escort your child to his or her next flight, and deliver your child to the person meeting him or her at the destination airport. We do not accept reservations for an unaccompanied child if it would mean his or her connecting flight would be the last flight of the day.

Additional details on our unaccompanied minor service are available from American Airlines Reservations.

Helpful suggestions:

- You should stay with your child until he or she boards the aircraft and remain at the airport until the flight leaves the gate
- Provide your child with an extra copy of his or her contact phone numbers
- Before going to the airport, explain what will happen during the child's trip and let them know what to expect; this may include teaching him or her about airplanes, sounds, connecting flights, etc.
- Provide your child with books, food or other items which can help entertain him or her during the trip
- Let us know if it is your child's first flight so, if time permits, we can give him or her a little extra attention

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Customers with disabilities

We endeavor to provide passengers with disabilities dignified, professional and courteous service at all times. AA has a team of employees who regularly consult with disability advisory groups on how to improve airline accessibility and the quality of our service.

Reservations special assistance coordinators

American Airlines Reservations Offices maintain a staff of Special Assistance Coordinators (SACs) whose function is to make pre-travel arrangements for our customers with disabilities. They have been specifically trained to work with customers who have self-identified as having a disability and are requesting special assistance. In addition, they have been trained as Complaint Resolution Officials to effectively resolve any disability complaints.

The Reservations representative who responds to the customer's initial call passes pertinent information to a SAC. They will then personally contact the customer to arrange their special needs and provide a toll-free number for follow up questions. This information is communicated to Airport and Flight Services personnel to ensure personnel are notified and prepared to fulfill the customer's request.

Pre-reserved seats

A limited number of seats are available on each aircraft to accommodate customers who identify themselves as having a qualified disability. Adjacent seats are provided, under certain circumstances, for customers with disabilities who must travel with a companion for assistance.

Carry-on assistive devices

Canes, crutches and walkers capable of being collapsed small enough to fit into approved overhead and under seat stowage areas do not count toward your carry-on baggage item limit. They must be small enough to be stowed in such a manner as not to protrude into any seating row floor space or main aisle. Items such as seat cushions, detachable control boxes, armrests or footrests may also be carried on board with you.

Electronic medical assistive devices such as CPAP machines, respirators, ventilators that use non-spillable batteries may be accepted in the cabin on an individual basis provided they meet certain safety testing standards.

Wheelchairs

We accept motorized and non-motorized assistive devices for transport. When necessary, the device will be disassemble and reassemble for customers when they travel.

Non-collapsible wheelchairs/scooters are accepted as checked baggage. These items can be checked at the main ticket counter or the departure gate. American Airlines and American Eagle offer a special wheelchair service that allows you to check your wheelchair at the departure gate and claim it at your arrival gate free of charge. Although you can arrange to claim your chair at the connecting city, we recommend the chair be checked through to the final destination. The additional time required to claim and recheck your chair at the connecting city may compromise your ability to make your connection. AA has wheelchairs and representatives that can provide wheelchair service at connecting airports. Please let us know you will need this assistance when making your reservation.

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Assistive devices approved for cabin transport do not count toward the combined number of checked and carryon baggage a passenger is allowed free of charge, nor do they count toward the limit on carryon items you may bring on board.

Boarding assistance

If you have special needs, upon request, pre-boarding assistance will be provided to you, allowing you the opportunity to be seated prior to general boarding. A special aisle chair is available to assist you if you are unable to walk, and aircraft are equipped with seats that feature moveable aisle armrests to help make seating easier.

Medical oxygen

Customers requiring inflight medical oxygen may use only FAA-approved portable oxygen concentrators (POCs) during all phases of the flight. A 48-hour advance notice is required to complete medical paperwork and to ensure an adequate supply of fully-charged batteries is available to power the device. Please contact Reservations at 1-800-433-7300 to arrange for assistance.

[FAA approved Portable Oxygen Concentrators](#)

Complaint resolution officials for customers with special needs

Employees at airports are trained as Complaint Resolution Officials (CROs) and available during operating hours. A Corporate Complaint Resolution Official is also available to assist CROs 24 hours per day, seven days per week.

Flights with oversales

American Airlines, like most airlines, overbook flights. This is done because historical information shows some people do not cancel their reservations when they change their travel plans. Overbooking is done in the best interest of both customers and the airline. Without the revenue produced by filling seats that would otherwise go empty, every airline would have to compensate by raising fares. And just as important, selling seats in this manner allows us to say "yes" rather than "no" a lot more often when customers call for a seat on the flight of their choice. Just because a flight is overbooked, it does not necessarily mean that customers with reservations will not be accommodated on their flight. The overwhelming majority of overbooked flights depart with all customers who have reservations and are present for departure.

If at departure time more customers with confirmed reservations are present than there are seats available, gate agents will first ask for volunteers willing to give up their seats in exchange for compensation and a confirmed seat on a later flight. On extremely rare occasions, a customer may be denied boarding on an involuntary basis, if a sufficient number of volunteers are not obtained. In such events, we will usually deny boarding based upon check-in time, but we may also consider factors such as severe hardships, fare paid, and status within the AAdvantage program. With few exceptions, persons denied boarding involuntarily are entitled to compensation under federal law.

Additional information concerning our overbooking policies can be found in the American Airlines Conditions of Carriage. Upon request, American reservations representatives or airport agents will advise you if your flight is overbooked at the time your reservation is made or during airport check-in.

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Keep in mind most overbooked flights do in fact have sufficient seats to accommodate all customers who are present for departure.

Check-in requirements and baggage acceptance cutoff times

Make sure you have enough time to check in, check your baggage and get through security:

[View suggested airport arrival times, minimum time for checking in and Cutoff times for check bags](#)

You can also check the latest travel alerts to learn about circumstances that could affect schedules, airport operation and parking, as well as flight status information for gates and times.

[Travel alerts](#)

[Get flight status information](#)

Customer loyalty program

The AAdvantage program, the first frequent traveler program in the industry, began in 1981. Anyone wishing to enroll in the AAdvantage program can do so instantly at any American Airlines or American Eagle ticket counter, online at the aa.com website or by calling 800-433-7300.

[AAdvantage program information and terms and conditions](#)

Aircraft assignment

American Airlines reservations representatives will advise you when it will be necessary for you to move from one aircraft to another during your travel, including when the flight number remains the same.

Travel itinerary policy

Tickets are priced and sold based on the itinerary, and not as individual flight segments. If you foresee or must make a change to the itinerary while enroute, you must contact American Airlines or American Eagle to determine how this may affect the ticket and remaining travel plans. For example, if you do not show up for one segment of your itinerary, we may cancel your reservations on all remaining flight segments.

Aircraft configuration

The CRJ-200 Regional Jet aircraft operated by Air Wisconsin accommodates 50 passengers and a crew of 3. The aircraft has one lavatory. Additional aircraft configuration information includes:

- Overhead bin dimensions - 42" x 12" x 12"
- Under seat dimensions - 16" x 17" x 9"
- Aisle width - 15"

Additional information may be obtained from American Reservations representatives. This information is also available at the aa.com website.

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Itinerary changes

Our partner, American Airlines, will advise you of any changes to your itinerary in a timely manner and will contact you via contact information you provided in your reservations of any changes to flight schedules after booking.

Service with domestic codeshare partners

We work closely with our codeshare partner, American Airlines, to provide consistent, quality and seamless travel, and to ensure our Customer Service Plans are readily available.

Handling of customer issues

Our goal is to be a service and product leader in the airline industry. When customer service issues arise, we try to resolve them at the first point of contact. As a result, AA has devoted resources to the front line to solve most problems during daily activity.

Additionally, the American Customer Relations department is dedicated to addressing unresolved customer comments and concerns, AA Customer Relations department will respond to our customers' written complaints within 60 days. Every complaint will be personally read and a response will be sent to the customer.

Customer relations information, along with information derived from customer focus groups, discussions and other customer research surveys, is trended and shared throughout the American system. Customer Relations and other departments have the responsibility to address and initiate appropriate corrective action and make recommendations to changes in policy based on customer feedback. Customer information is viewed as the most valuable tool available to enhance the products and services we offer.

[Contact Customer Relations](#)

Should you prefer to use U.S. Mail, the address is:
U.S. Mail/Overnight Mail American Airlines Customer Relations
4000 E. Sky Harbor Blvd.
Phoenix, AZ 85034
Fax: 480-693-2300

Helpful suggestions:

- Be as specific as possible, including dates and flight numbers.
- Provide all supportive documentation, such as copies of your tickets and certificates.

We take the customer service goals in this plan very seriously. We know that you expect nothing less. However, the Customer Service Plan does not create contractual or legal rights. Rather, our contractual rights and obligations are identified in the American Airlines Conditions of Carriage and applicable tariffs, both of which provide additional details on the matters discussed and must be consulted to fully understand your rights and our obligations. For example, we are not responsible for any special, incidental or consequential damages for delays, cancellations, lost baggage, late refunds or instances in which we do not meet our service goals.
