

Air Wisconsin Airlines Customer Service Plan

Air Wisconsin Airlines is committed to providing a level of service to our customers that makes us a leader in the airline industry. We understand that to do this we need to have a product we are proud of and employees who like coming to work every day.

Our goal is to make every flight a positive experience for our customers. Our customer commitment explains our specific service commitments so we can continue a high level of performance and improve wherever possible. Our commitment also explains our policies in a clear, consistent, and understandable fashion. We have detailed training programs and system enhancements to support our employees in meeting these commitments and measure how well we meet them.

Advise about lowest fare available

Air Wisconsin Airlines operates flights on behalf of American Airlines (as American Eagle) and United (as United Express). Air Wisconsin Airlines does not perform any reservation or ticketing functions. Instead, these are provided by our partners. Each airline intends to offer customers who contact their reservations systems via telephone, at airport ticket counters/city ticket offices or their online reservation systems, the lowest available fare, exclusive of Internet only fares, for which customers are eligible for the date, flight, and class of service requested.

Reservations for **American Airlines/American Eagle** flights can be obtained by calling 800.433.7300 or visiting [American's website](#)

Reservations for **United/United Express** flights can be obtained by calling 800.864.8331 or visiting [United's website](#)

Notifying customers of known delays, cancellations, and diversions

We work hard to get you to your destination on time, as scheduled. There may be times when weather, air traffic control, operational or service considerations lead to flight delays, cancellations or diversions. When this happens we will make available the most current, accurate information about your flight's status that we have. This includes providing information about a change in the status of a flight to, from or within the United States, a delay of 30 minutes or more in the planned operation of a flight or a flight diversion. 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.

Customers may receive information being communicated in one or more ways: providing information in the boarding gate area of a flight, on airport flight status display boards, upon request via phone with the Customer Contact Center, in flight status updates via airline's website, and in text/SMS and email alerts for customers who provide that contact information directly to the airline.

For American Airlines, please call 800.433.7300 or visit [American's website](#)

For United, please call 800.864.8331 or visit [United's website](#)

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Delivering passenger baggage on time

We work hard to get your checked bags to you on time. If your checked bags are delayed or misplaced, we will make every reasonable effort to deliver your bags within 24 hours. Returning your bags may take longer on international flights due to flight duration, frequency of flights or Customs & Immigration procedures at the destination airport. If you have expenses resulting from a baggage delay and are eligible to receive compensation, we will compensate you for reasonable and necessary out-of-pocket expenses. If your bag is lost, we will reimburse you for any fee charged to transport that bag.

If you are unable to locate a bag upon arrival, you should notify a Baggage Service Agent prior to leaving the airport. Please click on the appropriate link below for the baggage policies that pertain to your travel.

American Airlines/American Eagle [baggage information link](#)

United/United Express [baggage information link](#)

Tracking your delayed baggage, please visit the applicable carrier's website below.

[American Airlines – View you're delayed baggage report](#)

[United - View you're delayed baggage report](#)

General 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.

Allowing reservations to be cancelled for a certain period after purchase, as defined by applicable partner

Reservation and ticketing functions are provided by American Airlines and United. Please contact the appropriate carrier for specific fare information and rules that apply.

Reservations for **American Airlines/American Eagle** flights can be obtained by calling 800.433.7300 or visiting [American's website](#)

Reservations for **United/United Express flights** can be obtained by calling 800.864.8331 or visiting [United's website](#)

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Providing prompt ticket refunds

All ticketing and refunds for Air Wisconsin flights are handled and processed by the applicable partner: American Airlines or United. Each partner intends to provide prompt refunds for American Eagle and United Express operated by Air Wisconsin Airlines tickets.

For questions regarding refunds, please contact the appropriate airline or visit their website:

American Airline's: [Refund Information](#)

United's: [Refund Information](#)

General 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 that airline 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

Properly accommodating customers with disabilities and other special needs

We are dedicated to offering convenient and comfortable service to all our customers. We will provide our customers who require additional assistance, including individuals with disabilities and unaccompanied minors, with the attention, respect and care they deserve. In doing so, we will accommodate passengers with disabilities, as required by Part 382 of U.S. Department of Transportation rules, and other special-needs passengers.

For more information regarding available assistance to our customers through our partners, please contact the appropriate partner:

For American Airlines, please visit [Special Assistance Link](#)

For United, please visit [Special Travel Needs Link](#)

Meet customers' essential needs during lengthy tarmac delays

We are committed to operating a reliable schedule for our customers. Safety considerations, weather, air traffic control, operations, and other factors may occasionally cause lengthy tarmac delays. We have a [Tarmac Delay Contingency Plan](#) and the necessary resources and processes in place to minimize such delays. Our plan has been coordinated with the airport authorities at all U.S. airports we serve and at designated U.S. diversion airports, with U.S. Customs and Border Protection at U.S. airports regularly used for our international flights, and with the Transportation Security Administration at U.S. airports we serve, including diversion airports. Should a lengthy tarmac delay occur, we will make every reasonable effort to ensure your essential needs are met. If safety and security considerations permit, this includes providing snack food and drinking water no later than two hours after the aircraft leaves the

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gate (in the case of a departure) or touches down (in the case of an arrival), operable restroom facilities, and adequate medical attention if needed.

Please visit the following websites for the applicable Tarmac Delay Contingency Plans:

For Air Wisconsin Airlines, please visit [Tarmac Delay Contingency Plan](#)

For American Airlines, please visit [Tarmac Delay Contingency Plan](#)

For United please visit [Tarmac Delay Contingency Plan](#)

Treat customers fairly and consistently in the case of oversales

Occasionally we may not be able to provide you with a seat on a specific flight, even if you hold a ticket, have checked in, are present to board on time, and comply with other requirements. This is called an oversale and occurs when restrictions apply to operating a particular flight safely (such as aircraft weight limits), when we have to substitute a smaller aircraft in place of a larger aircraft that was originally scheduled, or if more customers have checked in and are prepared to board than we have available seats.

For more information on denied boarding policies, please click the appropriate airline link:

For American Airlines flights, please visit [Oversales](#)

For United flights, please visit [Our United Commitment](#)

Disclosing travel itinerary, cancellation policies, frequent flyer rules and aircraft configurations

When traveling on an Air Wisconsin Airlines flight operated on behalf of American (as American Eagle) or United (as United Express), you will be provided clear information about policies and service aspects that may be important to you regarding your travel. Please visit the appropriate partner's website to get the most current information regarding policies, including frequent flyer rules, aircraft information and more.

For American Airlines flights, please click the appropriate link(s):

[Travel Information](#)

[Cancellations](#)

[Frequent Flyer Rules](#)

[Aircraft Configuration](#)

For United flights, please click the appropriate link(s):

[Travel Information](#)

[Cancellations](#)

[Frequent Flyer Rules](#)

[Aircraft Configuration](#)

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Ensure good customer service from our partners

Whether you travel on an Air Wisconsin Airlines flight operated on behalf of American (as American Eagle) or United (as United Express), we will strive to ensure your experience is consistent in terms of delivering the highest standards of safety, reliability, and helpful courteous service. Air Wisconsin Airlines works closely with each partner to ensure their customer service policies and training align with our commitments to you.

Ensure responsiveness to customer complaints

We respond quickly to our customers' complaints. If you have a complaint regarding our services or our product, we want to hear from you. We will acknowledge written complaints within 30 days of receipt and we will send a substantive written response within 60 days of receiving your written complaint.

Please select the appropriate airline link below for information about where to direct your written complaint:

American Eagle, operated by Air Wisconsin Airlines: [American Airlines Customer Relations](#)

United Express, operated by Air Wisconsin Airlines: [United Customer Care](#)

Provide services to mitigate inconveniences resulting from cancellations and misconnections

In order to reduce any inconvenience you experience during cancellations and misconnections, we will:

- Do our best to contact you in advance regarding a flight cancellation using the contact information in your reservation;
- Work to confirm you on the next flight we operate that has seats available in the same class of service when rebooking is necessary; and
- Make available information about your rebooking through our website, at airport kiosks (when available) and through our airport and contact center agents.

For American Airlines flights visit [Flight Status link](#)

For United flights visit [Flight Delays and Cancellations link](#)