

American Airlines is pleased to provide you with a menu of options to assist you in resolving sales support and service requests.

Your first stop in resolving requests is “SalesLink” (<http://aasaleslink.com>)

SalesLink is our automated sales support tool which is available 24/7, and resolves the most common waivers. It is your 1st stop in the process for resolving requests such as:

- Seat Access
- Sales Certificate Upgrades
- Missed Ticketing (time limit) waiver
- Expired Fare Waiver
- Name Change Waiver
- Name Correction Waiver

SalesLink Help Desk – Operational and technical issues:
Call 1-800-727-2422 or e-mail AASaleslink.support@aa.com

If your request is not resolved after accessing Saleslink, your next step is to contact the American Airlines Sales Support Center:

Sales Support: 1-800-621-8489 or American.Support@aa.com

Hours of Operation: **** 24 hours a day/ 7days a week ****

Executive Connections Desk: 1-800-388-1177 (Phone prompt will ask for CART number)

We also provide the following Specialty Desks designed to assist you with targeted requests:

Commissions Inquiries : Commission.Support@aa.com

Electronic Support Desk

Contact: 1-800-233-3229 or Electronic.Support@aa.com

Monday – Friday 9:00 a.m. to 5:30 p.m. CST

- NOGO to OK - Dupe Ticket Refunds

Contract Pricing - Pricing Support Desk for

assistance with corporate contract pricing Contact:

1-800-727-2092 or Pricing.CTP@aa.com

Tariff

Contact: 1-800-468-3273

US Airways More Care Desk

Contact: 1-800-317-8887 or morecarespecialists@usairways.com

AAdvantage Premium Services

Customer Service: 1-800-882-8880

Executive Platinum Desk 1-800-843-6200

Platinum Desk 1-800-843-3000

Gold Desk 1-800-848-4653

Five Star Service

Fivestar.service@aa.com or 1-877-578-2702

