



Providing you assistance in resolving sales support and service requests.

Resolving requests Step 1: 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
- Passenger Sales Upgrades
- Expired Fare Waiver
- Name Change Waiver
- Expired Fare Waiver
- Name Correction Waiver
- Missed Ticketing (time limit) waiver

SalesLink Support Desk – Technical issues

AASaleslink.support@aa.com 1-800-727-2422

Resolving requests Step 2: American Airlines Sales Support Center

Sales Support

Our Domestic Sales Support Center operation is available 24 hours a day, 7 days a week:

American.Support@aa.com 1-800-621-8489

Business Extra: American Airlines Service Team

Our specialists will be available to help out with Business Extra issues.

The Business Extra Service Team can be reached via the following email address:

Business.Extra@aa.com

Contact Business Extra customer service at 800-457-7072

Monday-Friday 8:00 a.m. – 7:00 p.m. CDT Monday-Friday

Groups

Please send all email requests for consideration to:

aagmt.internet@aa.com

Or call 1-800-221-225 to speak with a representative.

Meeting Services – MSD 1-800-433-1790

Specialty desks for targeted requests

Electronic Support Desk

Monday – Friday 9:00 a.m. – 5:30 p.m. CST
Electronic.Support@aa.com 1-800-233-3229

- NOGO to OK
- Dupe ticket refunds
- 90-day Extensions
- Refund of nonrefundable tickets

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
ConciergeKey Department	1-888-847-7291

www.aa.com/conciergekeystatus

Debit Memo Queries

Debit.memos@aa.com

Five Star Service

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

Special Assistance Desk

Sacdesk.sro@aa.com

Assistance with customers needing:

- Oxygen on board
- Electronic wheelchair handling

Tariff 1-800-468-3273

EPIC Support Epic.Support@aa.com

American Airlines Vacations

Travel agency/agent assistance profile updates, password resets, commissions inquiries and others:

aa.travelagents@aa.com

For booking modifications, cancellations, changes or multi-destination assistance:

Toll Free 1-800-538-6228

<https://www.aavacations.com/agent/ta-contact-us>

Monday-Friday 7:00 a.m. – 10:30 p.m.

Saturday & Sunday 9:00 a.m. – 6:00 p.m.

Agent enrollment request form

<https://www.aavacations.com/agent/ta-signup>