

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.

Welcome on board United/United Express!

Advise about lowest fare available

Air Wisconsin Airlines operates flights on behalf of United (as United Express). Air Wisconsin Airlines does not perform any reservation or ticketing functions. Instead, these are provided by our partner. On United's website, at the ticket counters, and city ticket offices, or when customers call the United Customer Contract Center to inquire about a fare or reservation, United will tell customers the lowest fare offered may be available through one of the other sales channels, if that is the case.

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. When the change is made within a week of departure we will make information available within 30 minutes of becoming aware of the change. We may use one or more ways to communicate this information: providing information in the boarding gate area of a flight; on airport flight status display boards; upon request via phone with the United Customer Contact Center; in flight status updates on united.com; and in text/SMS and email alerts for customers who provide that contact information directly to United.

Please call 800.864.8331 or visit [United's website](#)

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. If you have expenses resulting from a baggage delay and are eligible to receive compensation, we will

Air Wisconsin Airlines Customer Service Plan

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.

For questions regarding baggage information, please view the following United website:

[Baggage information link](#)

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

Allowing reservations to be cancelled for a certain period after purchase

Air Wisconsin Airlines operates flights on behalf of United (as United Express). Air Wisconsin Airlines does not perform any reservation or ticketing functions. When you book and ticket a reservation through united.com, the United mobile app, the United Customer Contact Center, at our ticket counters or city ticket offices, or if you use MileagePlus® miles to book an award ticket with any of these sources, we will allow you to cancel the ticketed reservation without penalty and receive a 100 percent refund of the ticket price to the original form of payment if you cancel the reservation within 24 hours of purchase and if the reservation is made one week or more prior to the original scheduled departure flight. Or, if you are not traveling on a Basic Economy ticket, you may change wholly unused tickets within 24 hours of purchase without incurring normally applicable change fees in accordance with United's 24-hour flexible booking policy. Any applicable differences in fare still apply. Normal change and refund policies apply if your request is not made prior to scheduled flight departure.

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

Providing prompt ticket refunds

All ticketing and refunds for Air Wisconsin flights are handled and processed by United. Please contact United for prompt refunds for United Express operated by Air Wisconsin Airlines tickets.

For questions regarding refunds, please visit the following United website: [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)
- Ticket number(s), date(s) of travel, and the departure and destination cities
- Passenger's name, address and telephone number(s)

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

Air Wisconsin Airlines Customer Service Plan

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 United partner, please contact [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 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.

We also understand that our customers want timely and up-to-date information during lengthy tarmac delays. As such, we will update customers on the delayed flight every 30 minutes about the status of the tarmac delay, including the reason for the delay, if known. In addition, if the aircraft is at the gate or another disembarkation area with the door open and the opportunity to deplane exists, we will notify customers of this opportunity every 30 minutes. However, customers deplane at their own risk and the flight may depart without them.

Please visit the following websites for the applicable Tarmac Delay Contingency Plans:
For Air Wisconsin 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.

If your flight is in an oversale situation, you will not be denied a seat until we first ask for volunteers willing to give up their confirmed seats. If there are not enough volunteers, we will deny boarding to passengers in accordance with our written policy on boarding priority. If you are involuntarily denied boarding and have complied with our check-in and other applicable

Air Wisconsin Airlines Customer Service Plan

rules, we will give you a written statement that describes your rights and explains how we determine boarding priority for an oversold flight. You will generally be entitled to compensation and transportation on an alternate flight.

We make complete rules for the payment of compensation, as well as our policy about boarding priorities, available at airports we serve. We will follow these rules to ensure you are treated fairly. Please be aware that you may be denied boarding without compensation if you do not check in on time or do not meet certain other requirements, or if we offer you alternative transportation that is planned to arrive at your destination or first stopover no later than one hour after the planned arrival time of your original flight.

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

When traveling on an Air Wisconsin Airlines flight operated on behalf of United (as United Express), we will give you clear information about policies and service aspects that may be important to you on united.com and, when you ask, through our Customer Contact Center and our representatives at airports. This means providing clear information about:

- Aircraft seating configuration, including seat size and pitch ranges on aircraft we operate;
- The important terms and conditions that apply to your ticket and travel, including cancellation policies; and
- Aircraft lavatory availability

MileagePlus frequent flyer program information is available on United's website and in materials provided upon enrollment and in updates to MileagePlus members. Please click the appropriate link(s) for more information:

[Travel Information](#)

[Cancellations](#)

[Frequent Flyer Rules](#)

[Aircraft Configuration](#)

Notify customers about travel itinerary changes in a timely manner

We understand that you need timely information about changes to your travel itinerary. If you provide us with your contact information, we will notify you using information in your reservation about any travel itinerary changes prior to the date of departure. For passengers who have made travel arrangements through a travel agent, United provides travel change information to travel agents. Air Wisconsin Airlines works closely with United to ensure their customer service policies and training align with our commitments to you.

Air Wisconsin Airlines Customer Service Plan

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. Information about where to direct your written complaint is on United's website; on all E-ticket® confirmations; and is available upon request at each United ticket counter and boarding gate in the airports we serve. 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.

For more about where to direct your written complaint, please visit [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 the website, at airport kiosks (when available) and through the airport and contact center agents.

For more information, please visit [Fight Delays and Cancellations](#)