

# Air Wisconsin Airlines Customer Service Plan

Air Wisconsin Airlines along with our flying partners are committed to providing a safe, dependable and caring travel experience to our customers. Our Customer Service Plan describes our service commitments to you so we can continue to provide you a high level of performance and improve wherever identified.

Air Wisconsin Airlines operates flights on behalf of:

- United Airlines (as United Express)
- American Airlines (as American Eagle)

## Welcome on board Air Wisconsin!

### Advising about lowest fare available

Air Wisconsin Airlines does not perform any reservation or ticketing functions. These functions are provided by our flying partners; United Airlines (as United Express) and American Airlines (as American Eagle). Customers contacting the flying partner's reservation system via telephone, at the airport ticket counter or the online reservations system, are advised of the lowest published fare for which the customer is eligible for the requested date, flight, and class of service.

- Reservations on **United** flights can be obtained by calling 800.864.8331 or visiting [United's website](#).
- Reservations on **American** flight can be obtained by calling 800.433.7300 or visiting [American'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. Air Wisconsin flight crews will provide clear and timely updates with the most accurate and current information about your flight's status that we have. Methods customers can access flight status information is via the appropriate flying partner's website, flying partner's App software, by calling the flying partner's toll-free number, airport flight status display boards and the boarding gate area of a flight.

- Please call 800.864.8331 or visit [United's website](#).
- Please call 800.433.7300 or visit [American's website](#).

### Delivering passenger baggage on time

Air Wisconsin Airlines does not perform any baggage service functions. These functions are provided by our flying partners; United Airlines (as United Express) and American Airlines (as American Eagle). If your checked bags are delayed or misplaced, reasonable efforts, on behalf of

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the appropriate flying partner will be made to return your bag to you within 24 hours for flights within the U.S. Please contact the appropriate flying partner below for baggage policies.

- **United** baggage information, please view the following websites:  
[View information about traveling with bags](#)  
[View you're delayed baggage tracing report](#)
- **American** baggage information, please view the following websites:  
[Delayed bag search](#)  
[Delayed bags](#)

## Allowing reservations to be cancelled for a certain period after purchase

Air Wisconsin Airlines does not perform any reservation or ticketing functions. Flight reservations and ticketing functions are provided by our flying partners; United Airlines (as United Express) and American Airlines (as American Eagle). Please contact the appropriate flying partner for who you are traveling with.

- Reservations on **United** flights can be obtained by calling 800.864.8331 or visiting [United's website](#).
- Reservations on **American** flights can be obtained by calling 800.433-7300 or visiting [American's website](#).

## Providing prompt ticket refunds

All ticketing and refunds for Air Wisconsin flights are handled and processed by our flying partners; United Airlines (as United Express) and American Airlines (as American Eagle). Please contact the appropriate flying partner for prompt refunds for flights operated by Air Wisconsin Airlines.

- Questions and inquiries regarding United Airlines refunds, please visit the following **United** website [Refund Information](#).
- Questions and inquiries regarding American Airlines refunds, please visit the following **American** website [Receipts and Refunds](#)

## 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)

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## Helping passengers with disabilities or who need special travel accommodations

We make sure our customers who require additional assistance get the attention, respect and care they deserve. This includes people with disabilities and unaccompanied minors. In doing so, we will accommodate passengers with disabilities, as required by Part 382 of U.S. Department of Transportation rules.

### Customers with disabilities

Our aircraft and our services are in full compliance with all applicable regulations. We work hard to make sure our customers' needs are met, and we do not discriminate against passengers based on disability. Our employees are specifically trained to support our customers with disabilities.

When you get to the airport, ask how we can help accommodate your needs.

Some requests should be made before you get to the airport, this will provide at airport pre-planning for your safe and comfortable travel.

During lengthy tarmac delays, our flight crew will make every effort to help customers with disabilities or who need specific accommodations.

If your trip includes another airline, check directly with them for any of your travel needs, as they might have different policies.

For more information regarding available assistance to our customers through our flying partners website:

- **United:** Please view the following link [Accessibility Travel](#) for information regarding assistance for customers with disabilities and/or by [Contacting United online \(uaaeromed@united.com\)](#) or call United's Customer Contact Center and ask to be connected to the Accessibility Desk.
- **American:** Please view the following link [Special Assistance](#) and Customer Service Plan – [Accommodation of customers with special needs](#)

## Meeting 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.

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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 exceeds 30 minutes. Timely subsequent updates may be provided thereafter, including flight status changes, as deemed appropriate while the aircraft is delayed, including the reason(s) for the tarmac delay, if known. In the situation where an aircraft is boarded and remains parked at the gate or remote location with the aircraft door open and an actual means to deplane exists, Air Wisconsin will notify passengers on board the aircraft that passengers have the opportunity to deplane each time the opportunity to deplane exists at a suitable disembarkation point for all departing flights and diversions. 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](#)

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

### **Treating customers fairly and consistently in the case of oversales**

When traveling on an Air Wisconsin Airlines flight operated on behalf of United (as United Express) or American (as American Eagle); occasionally, you may not be provided 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 the gate agent first asks for volunteers willing to give up their confirmed seats. If there are not enough volunteers, the deny boarding of passengers is in accordance with our flying partners boarding priority policy. These rules are followed 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 other alternative transportation is offered 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**

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When traveling on an Air Wisconsin Airlines flight operated on behalf of United (as United Express) or American Airlines (as American Eagle); you may locate additional information about policies and service aspects that may be important to you on the appropriate flying partner website, when you ask through our flying partner's Customer Service Center, and the appropriate representatives at airports. This means providing clear information about:

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

On **United**: 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](#)

[Missed, delayed or canceled flights](#)

[Frequent Flyer Rules](#)

[Aircraft Configuration](#)

On **American**: AAdvantage frequent flyer program information is available on American's website. Please click the appropriate link(s) for more information:

[Travel Information](#)

[Flight schedules and notifications](#)

[Frequent Flyer Information](#)

[Aircraft Configuration](#)

## Notifying 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 your contact information, the appropriate flying partner will notify you using information in your reservation about any travel itinerary changes prior to the date of departure.

- Reservations on **United** flights can be obtained by calling 800.864.8331 or visiting [United's website](#).
- Reservations on **American** flights can be obtained by calling 800.433-7300 or visiting [American's website](#).

## Ensuring responsiveness to customer complaints

When traveling on an Air Wisconsin Airlines flight operated on behalf of United (as United Express) or American (as American Eagle); Air Wisconsin works closely with our flying partners Customer Care/Relations Teams to respond quickly to our customers' complaints. If you have a complaint regarding our services or our product, we want to hear from you. Please use the links below for further information about where to direct your written complaint via the appropriate

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flying partner's website. Written complaints will be acknowledged within 30 days of receipt and a substantive written response will be sent within 60 days of receiving your written complaint.

For more information about where to direct your written complaints, please visit the following applicable website:

- On United: [United Customer Care Help Center](#)
- On American: [American's Customer Relations](#)

### Providing assistance if your flight is delayed or canceled

When traveling on an Air Wisconsin Airlines flight operated on behalf of United (as United Express) or American (as American Eagle); on occasion, despite our best efforts, the weather or other challenges can make it difficult to operate flights on time. When a delay or cancellation occurs, our goal is to get you to your destination safely.

Whenever possible, consider providing a cell phone number with your reservation or check in and sign up for flight status notification via the appropriate flying partner.

Please visit the following applicable website for further information about processing delayed and canceled flights:

- On **United**: View the following website [Missed, delayed or canceled flights.](#)
- On **American**: View the following website [Delays, cancellations, and diversion events](#)