

Get Help from Alaska Airlines Customer Service – Phone, Chat, Email and More

Alaska Airlines customer service number is +1855-321-3294 or 1-800-Alaska, available 24 hours a day, 7 days a week. Whether you need help with a booking, flight change, refund, or general question, Alaska offers multiple ways to connect with a live representative. Alaska Airlines is a member of the oneworld alliance and recently merged with Hawaiian Airlines. For personalized assistance, call +1855-321-3294 or 1-800-Alaska.

Calling Alaska Airlines by Phone

The fastest way to get help. Call +1855-321-3294 or 1-800-Alaska — open 24/7.

- When asked "What can I help you with today?" say "Representative" and wait on the line to be connected to a live person.
- Average hold time is 6 minutes and 23 seconds. Shortest hold times are on Wednesday. Longest hold times are on Sunday.
- Least busy day is Saturday. Most busy day is Monday. Best overall day to call is Wednesday.
- Alaska also has a second line: Mon–Sun 6 AM–10 PM PST — calling this number goes right to a real human being.

6,648 customers used this number in the last 18 months. For any question, call +1855-321-3294 or 1-800-Alaska.

All Alaska Airlines Phone Numbers by Department

Alaska has 2 main phone numbers plus department-specific contacts.

- Reservations and customer service: +1855-321-3294 or 1-800-Alaska — 24/7. Mileage Plan members: 1 (800) 654-5669 — Mon–Fri 7 AM–7 PM PT, Sat 8 AM–5 PM PT.
- Travel agents Inside Sales Desk: 1 (800) 327-2755 — daily 5 AM–midnight PT. Not for customer use.
- Media relations: newsroom@alaskaair.com, phone (206) 304-0008. Investor relations: call (800) 252-7522 for financial questions.
- Corporate mail: P.O. Box 68900, Seattle, WA 98168. Customer Care Manager: Trudy Dobbins at trudy.dobbins@alaskaair.com, (206) 392-2777.

Booked through a third-party site like Travelocity? Contact your booking partner directly for seat and ticket issues.

Using Alaska Airlines Live Chat and Text

Chat and text are available on the Alaska Airlines website and mobile app.

- Go to alaskaair.com → "Help" → "Contact Us" → start a chat with a live agent or the virtual assistant.
- You can also text Alaska Airlines — message and data rates may apply. Chats and texts may be monitored or recorded to help improve services.
- In the Alaska Airlines mobile app:

navigate to customer support to start a chat session. • Best for quick questions, booking confirmations, and adding bags to your reservation. For complex issues, call +1855-321-3294 or 1-800-Alaska.

Reaching Alaska Airlines on Social Media

Alaska Airlines provides customer service on social media and responds to passenger concerns.

- Twitter/X: Tweet or DM @AlaskaAir — this channel can yield rapid response times and is a useful option if you have an X account.
- Facebook: Message Alaska Airlines through Facebook Messenger — you can also reach the Elliott advocacy team through their Facebook group for assistance.
- Response time is typically 1 to 2 hours during business hours.
- For urgent rebookings or time-sensitive issues, call +1855-321-3294 or 1-800-Alaska.

Sending an Email or Written Request

Alaska Airlines offers department-specific email addresses and an online feedback form.

- Past tariffs and general issues: past.tariffs@alaskaair.com. Mileage Plan: mileage.plan@alaskaair.com.
- Feedback form: go to alaskaair.com/feedback for Mileage Plan, mobile app, website, or general comments on your experience.
- Mail: Alaska Airlines Customer Care, P.O. Box 68900, Seattle, WA 98168. Include your contact and travel information for a response.
- If you send a letter by mail, response may be delayed. Use the online form for faster results. For anything urgent, call +1855-321-3294 or 1-800-Alaska.

Managing Everything on the Alaska Airlines App

The app handles booking, check-in, chat, and real-time tracking. Free on iOS and Android.

- Book flights, check in, get your mobile boarding pass, and manage your trips from the Trips page.
- Add bags to your reservation up to 24 hours before your flight during check-in. After check-in, add bags from the Trips page.
- Use travel credits, gift certificates, Companion Fare, and discount codes directly through the app.
- Book award flights using Mileage Plan points — select "Use points" in search and all available award flights will appear.

If the app crashes, call +1855-321-3294 or 1-800-Alaska.

Getting Help at an Alaska Airlines Airport Counter

Alaska Airlines has ticket counters and gate agents at every airport they serve.

- Walk up for check-in, seat changes, rebooking, standby, upgrades, and special requests. You can also use airport kiosks for self-service check-in.
- If you are not able to check in online, an Alaska agent can assist you at the airport.
- Corporate headquarters: Alaska Air Group, 19300 International Blvd, Seattle, WA 98188.
- For help before you arrive, call +1855-321-3294 or 1-800-Alaska.

Changing or Canceling an Alaska Airlines Flight

Alaska Airlines allows changes and cancellations with updated policies depending on fare type.

- Sign in at alaskaair.com or the app → go to your Trips page → look up your reservation using your confirmation code → select "cancel flight."
- Cancel within 24 hours of booking for a full refund — applies if your travel starts more than 24 hours from the time of purchase.
- For Saver fares, you can cancel and get a refund, but no changes are allowed. Refunds may take up to 7 business days to process.
- You need a refundable ticket issued directly by Alaska Airlines to be eligible for a refund. Third-party and government fare tickets are not eligible. Call +1855-321-3294 or 1-800-Alaska for specific details.

Quick Tips

- Call on Wednesday for the shortest hold times. Say "Representative" when the system asks what you need.
- Sign up for Mileage Plan (free) to earn miles on every flight. For Mileage Plan support, call 1 (800) 654-5669 or email mileage.plan@alaskaair.com.
- Download the Alaska Airlines app — it is the fastest way to manage bookings, add bags, and use travel credits.
- Phone lines busy? Start a chat on alaskaair.com or message [@AlaskaAir](https://twitter.com/AlaskaAir) on Twitter.

Alaska Airlines is a oneworld alliance member headquartered in Seattle, Washington. For any question, call +1855-321-3294 or 1-800-Alaska. Safe travels!