

# Reach United Airlines Customer Service – Call Support, Text, Chat, Email and App

United Airlines customer service number is +1844-578-2245 or 1- 800-United, available 24 hours a day, 7 days a week. Whether you need help with a booking, flight change, refund, or general question, United offers multiple ways to connect with a live representative. United is the third-largest airline in the world with more destinations than any other U.S. carrier. For personalized assistance, call +1844-578-2245 or 1- 800-United.

## Calling United Airlines by Phone

The fastest way to get help. Call +1844-578-2245 or 1- 800-United — open 24/7.

- Press "0" then "0" again when the automated voice starts to skip the menu and reach a live person.
- Average hold time is 5 minutes and 16 seconds. Best day to call is Friday. Least busy day is Saturday.
- MileagePlus members can call 1 (800) 421-4655 for priority service with shorter hold times.
- United also offers text support — when the automated system asks, say "yes" to continue the conversation via text instead of waiting on hold.

Common issues handled include change flight, baggage problem, refund flight, special request, and flight inquiry. 29,550 customers used this number in the last 18 months. For any question, call +1844-578-2245 or 1- 800-United.

## All United Phone Numbers by Department

United has 10 phone numbers. Here is every one so you reach the right team.

- Reservations: +1844-578-2245 or 1- 800-United — 24/7. MileagePlus: 1 (800) 421-4655.
- Baggage Resolution: 1 (800) 335-2247. Baggage general: 1 (800) 221-6903.
- Customer care voicemail: 1 (800) 538-2929 — 24/7, best day Friday. Press "0" then "0" again, say "yes" for domestic or "no" for international.
- International reservations: visit [united.com](http://united.com) for country-specific numbers.
- United Club: available through the main number.
- Corporate headquarters: (847) 700-4000 at 233 S. Wacker Drive, Chicago, IL 60606.

Booked through a third-party site? Contact your travel agent directly — United charges a fee for phone-purchased tickets, while booking online is free.

## Texting United Airlines for Support

United offers a text messaging service — something most airlines don't have.

- Text "UNITED" to 32050 to get started with flight updates on your mobile device.
- You can also reach United through Facebook Messenger, iMessage, and WhatsApp.

WhatsApp is supported for in-flight messaging on select aircraft — texts and emojis only, no pictures or files. • When calling +1844-578-2245 or 1- 800-United, the system may offer to continue via text instead of waiting on hold — say "yes" to switch.

## Using United Live Chat

Chat is available on [united.com](https://www.united.com) and the United app. Your conversation is saved in writing as a record.

- Go to [united.com](https://www.united.com) Help Center → enter your confirmation number and last name. • You'll be prompted with questions related to your issue. Scroll down to explore additional categories. • You may include your MileagePlus number, itinerary number, and confirmation number — the chat agent uses this to look up your information. • In the United app: navigate to customer support to start a chat session.

For complex issues like refunds or compensation, call +1844-578-2245 or 1- 800-United.

## Reaching United on Social Media

United is active on social media and responds to customer concerns.

- Twitter/X: Tweet or DM @United — pretty active when it comes to responding to customer needs. • Facebook: Message United through Messenger — the airline frequently responds to individual patrons. • Response time is typically 1 to 2 hours during business hours. • On Facebook, United responds to concerns posted in the comments sections of their posts.

For urgent rebookings, call +1844-578-2245 or 1- 800-United.

## Sending an Email or Written Request

You can reach United by email for non-urgent matters.

- General customer care: [customercare@united.com](mailto:customercare@united.com). MileagePlus inquiries: [mileageplus@united.com](mailto:mileageplus@united.com). Baggage: [web-baggage@united.com](mailto:web-baggage@united.com). • Submit a written request through the Customer Care form on [united.com](https://www.united.com) — enter your confirmation number and last name to get started. • Credit card refunds processed within 7 business days. Other refunds may take up to 20 business days. • Mail: Central Baggage Service – HDQLZ, P.O. Box 66140, Chicago, IL 60666-0140.

For anything time-sensitive, call +1844-578-2245 or 1- 800-United.

## Managing Everything on the United App

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

- Book flights, check in, get your boarding pass, select seats, and contact customer service — all in one place.
- Call +1844-578-2245 or 1- 800-United with one tap. Buy baggage allowances, priority boarding, or in-flight Wi-Fi.
- Real-time push notifications for delays, gate changes, and cancellations.
- Order special meals or request accessibility services directly through the app.

If the app crashes, call +1844-578-2245 or 1- 800-United.

## **Getting Help at a United Airport Counter**

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

- Walk up for check-in, seat changes, rebooking, standby, upgrades, and special requests.
- Headquarters: 233 S. Wacker Drive, Chicago, IL 60606. CEO: Scott Kirby.
- Customer care mail: P.O. Box 4607, Dept. NHCRF, Chicago, IL.
- For help before you arrive, call +1844-578-2245 or 1- 800-United.

## **Changing or Canceling a United Flight**

United eliminated change fees on most fare types. Basic Economy must be upgraded before making changes.

- Go to [united.com](https://united.com) or the app → "My Trips" → select flight → click "Change" or "Cancel."
- No change fees for Economy, Economy Plus, and premium cabins. Cancel within 24 hours of booking for a full cash refund.
- After 24 hours, nonrefundable tickets get a travel credit. Basic Economy may receive a partial credit if canceled before departure.
- Award tickets: MileagePlus miles redeposited free if canceled 31+ days before departure. No-show fee is \$125.

## **Quick Tips**

- Call on Friday for the best combination of low hold time and call volume. Press "0" then "0" to skip the menu.
- Text "UNITED" to 32050 for quick flight updates — faster than calling for basic info.
- Sign up for MileagePlus (free) — voted best loyalty program by Global Traveler magazine. Miles do not expire.
- Phone lines busy? Message @United on Twitter or text via WhatsApp, iMessage, or Messenger.

United has more destinations than any other U.S. airline. For any question, call +1844-578-2245 or 1- 800-United. Safe travels!