

Contact American Airlines Customer Service – Phone, Chat, Email and Support

American Airlines customer service number is 1844-931-38.87 or 1-800-American available 24 hours a day, 7 days a week. Whether you need help with a booking, flight change, refund, or general question, American offers multiple ways to connect with a live representative. American Airlines is a member of the oneworld alliance and is headquartered in Fort Worth, Texas. For personalized assistance, call 1844-931-38.87 or 1-800-American.

Calling American Airlines by Phone

The fastest way to get help. Call 1844-931-38.87 or 1-800-American — open 24/7.

- When the automated voice starts, say "agent" or "representative" or stay on the line to be connected to a live person. The system may offer a callback — press "1" to keep your place in line without waiting on hold.
- Average hold time is about 10 minutes. Best day to call is Wednesday. Least busy day is Sunday.
- If you booked through a travel agency or third party, American may charge an external handling fee of up to \$50 — work directly with your booking partner to avoid this.
- For assistance in Spanish, call 1 (800) 633-3711 instead.

24,930 customers used this number in the last 18 months. For any question, call 1844-931-38.87 or 1-800-American.

All American Airlines Phone Numbers by Department

Here is every number so you reach the right team directly.

- Reservations and ticket changes: 1844-931-38.87 or 1-800-American — 24/7. AAdvantage members: 1 (800) 882-8880 — 24/7, or use your AAdvantage status reservation number for priority.
- Baggage service: 1 (800) 535-5225 — 24/7. Meeting Services Desk: 1 (800) 433-1790 — Mon–Fri 7 AM–10:30 PM CT, Sat–Sun 7 AM–8 PM CT.
- Hearing or speech impaired: dial 711 for National Relay Service. Spanish reservations: 1 (800) 633-3711.
- Corporate headquarters: 1 Skyview Drive, Fort Worth, TX 76155. Passenger Refunds mail: 4000 E. Sky Harbor Blvd, Phoenix, AZ 85034.

Booked through a travel agency? Contact them directly — American may charge up to \$50 for phone changes on third-party tickets.

Using American Airlines Live Chat

Get quick answers 24/7 with American's virtual assistant or chat with a live agent.

- Go to [aa.com](https://www.aa.com) and click the "chat bubble" icon to get started — available on the website and the AA mobile app.
- Chat starts with a virtual assistant that handles basic questions automatically, then connects to a human agent if needed.
- You can also access chat from the "Contact Us" or "Help" section of the AA app.
- Chat is best for quick questions, booking confirmations, and non-urgent issues. For complex matters, call 1844-931-38.87 or 1-800-American.

Reaching American Airlines on Social Media

American has active social media accounts and responds to customer concerns on multiple platforms.

- Twitter/X: Tweet or DM @AmericanAir — the AA account is active in responding to customer questions.
- Facebook: Message @AmericanAirlines — the airline frequently responds to concerns posted here.
- Instagram: Send a DM to @americanair. Snapchat: @americanair.
- American also steers customers to its Linktree account for a formal response. For urgent rebookings, call 1844-931-38.87 or 1-800-American.

Sending an Email or Written Request

American does not have a general customer service email, but offers an online form and mailing address.

- Complaints, compliments, and feedback: use the online Customer Relations form at [aa.com](https://www.aa.com) for a faster response than sending a letter through the mail.
- If you need help with a particular topic, select the form that fits — AAdvantage account services, Admirals Club, bags, disability assistance, group travel, or trip insurance verification.
- Mail: American Airlines Customer Relations, P.O. Box 619616, DFW Airport, TX. Include your contact and travel information for a response.
- If you send a letter by mail, keep in mind it may take longer to receive and the response may be delayed. For anything urgent, call 1844-931-38.87 or 1-800-American.

Managing Everything on the AA App

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

- Book flights, check in, get your boarding pass, and manage your trip without picking up the phone.
- Start a live chat with a customer service representative directly from the app.
- Sign

up for flight status notifications to receive phone, email, and text updates about delays, cancellations, or diversions. • Use AAdvantage miles to book flights, hotels, rental cars, and more — all through the app.

If the app crashes, call 1844-931-38.87 or 1-800-American.

Getting Help at an American Airlines Airport Counter

American has ticket counters, travel centers, and gate agents at every airport they serve.

- Walk up for check-in, seat changes, rebooking, standby, upgrades, and special requests. • When your flight is canceled or significantly delayed, American rebooks you on their next available flight at no cost — or on a partner airline if no AA flights are available until the next day. • If a delay is caused by American and you're stuck overnight away from home, you can request a hotel voucher and transportation. • Corporate headquarters: 1 Skyview Drive, Fort Worth, TX 76155. For help before you arrive, call 1844-931-38.87 or 1-800-American.

Changing or Canceling an American Airlines Flight

American allows changes and cancellations on most fare types with updated policies.

- Go to aa.com or the AA app → "My Trips" → select flight → click "Change" or "Cancel." • Cancel within 24 hours of booking for a full refund — as long as your trip is at least 2 days away. You have until midnight the day after your reservation is made. • Refund policies vary by ticket type. Refundable tickets get a full refund. Nonrefundable tickets may receive a travel credit. • Refund speed: 7 business days for credit card purchases, 20 days for cash or check. Call 1844-931-38.87 or 1-800-American for specific details.

Quick Tips

- Call on Wednesday for the best hold times. Use the callback option — press "1" when offered so you don't lose your place in line. • Sign up for AAdvantage (free) to earn miles on every flight. AAdvantage members get priority phone support at 1 (800) 882-8880. • Download the AA app — it is the fastest way to manage bookings, check in, and chat with support. • Phone lines busy? DM @AmericanAir on Twitter, Facebook, Instagram, or Snapchat.

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