

American Airlines®

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Effective immediately, American Airlines would like to advise all agency partners of a change in the way its Brisbane reservations team will handle certain basic assistance requests.

In order to increase the speed and efficiency with which American can respond to reservations enquiries, the www.aa.com agency website pages have been updated to provide an alternative source of help and information.

Consequently, agencies with the following types of enquiries are encouraged to visit www.aa.com in the first instance for the answer and this will also be the initial direction given by reservations agents.

- Seats – Pre-Reserved Seating
- Special Services - Meals/Unaccompanied Minors/Pets/Wheelchair
- Travel documents - APIS/ESTA/SFPD
- Ticketing queries
- Fare recalculation
- Itinerary changes/cancellations
- Fare queries – general
- Refunds
- Duplicate tickets
- Fare adjustments
- Commission adjustments

For more complex enquiries, such as those listed below, or in instances where aa.com has not fully resolved the enquiry, the American reservations team will remain [available](#) for further assistance by calling the existing (07) 3329 6060 number in Australia or (09) 912 8814 from New Zealand.

- Corporate fare query
- Fare pricing, including RTW/ONEX
- Itinerary queries/errors

- Name Changes
- PTA- Fee
- Schedule Change queries
- Name Changes- Fee
- Revalidation- Fee
- Baggage queries
- AAdvantage
- Rule/Charge Exceptions

American anticipates that the changes will benefit agency partners by making basic information more easily accessible to them, enabling a faster and more efficient method of responding to customer enquiries.

Thank you for your understanding as we implement the changes and for your continued support of American Airlines.

American Airlines Brisbane Reservations