

American Airlines
Consumer Relations
Mail Drop 2400
P.O. BOX 619612
DFW Airport, TX 75261-9612

Subject: Issues with my recent travel reservations

Date: Sunday, June 29, 2003

AA#: 878TY94

Dear Customer Service,

I hope there is a real person reading this letter and not just some automated system that files away these notes. I am writing to you to express my displeasure with my last reservation with American Airlines. I booked a code-share flight on Alaska Airline as part of a cruise to Alaska. I also used miles to purchase two first class round trip tickets. I called your advantage reservations line because I was unable to make the reservation online at your web site.

When I was finished booking my flight I called Alaska Air for seat assignments. I was told my flight was booked as first class out, but coach on the return. I checked my AAdvantage account and found that I was indeed debited for first class miles. I called American Airlines back to correct this problem. After this was corrected, I called Alaska Air back who verified that the return flight was now in first class.

I received my itinerary two days later via email and immediately noticed that I was booked to return the same day I was scheduled to fly to Anchorage. I was scheduled to fly into Fairbanks, AK and then return from Seattle, WA 30 minutes later. I am at a total loss to explain why this happened and why neither the American Airlines nor Alaska Airlines reservations caught this and put up a warning.

I immediately called American Airlines back to correct this problem. I was told there was nothing that could be done. My tickets were not E-tickets and had already been printed (I never requested printed tickets. I expected E-tickets.). I was told that I would have to wait for my tickets to arrive and then the only place I could go was the airport to have this problem corrected. It appears that American Airlines has closed all of its locations other than those at airports. The agent I spoke with was able to correct my reservation, but stated I would need to return the printed tickets before the new itinerary could be issued. He told me to go to the airport and tell them to reprint my tickets. Everything else had been corrected in the system.

Several weeks later my tickets arrived, I went to the airport after work (8pm). Nobody was to be found at the American Airline counter. I could not go to a gate agent, as security would not let me through without a ticket for travel that day. I searched for 45 minutes for any American Airline employee that could help me. Finally I found a skycap. He told me to go to the American Eagle counter at the commuter terminal. He also mentioned that I was the third person that evening with the same exact problem.

I went to the American Eagle counter; for some reason the person at the counter was unable to reprint my tickets. At one point he was in the process of canceling my

entire reservation. When I questioned him as to what was taking so long, he told me he was trying to re-ticket the flight. I explained that this is NOT what I asked to be done. I told him that what needed to be done was to take my old tickets back and re-print my new tickets. It took another 30 minutes and two more employees before they could figure out what codes to use and finally print my tickets. All during this time, my wife was waiting with our car driving around the airport, ultimately using up almost ½ a tank of gas. By the time I was finally done with reissuing my tickets I had spent two and a half hours at the airport and another hour in travel time.

I was called three weeks before my flight by an American Airline representative and told that my flight number had changed and I “must” re-issue my tickets. I could not believe this. This was now the fourth problem with these tickets. I was told there was nothing they could do and it was my responsibility to go in and have them re-issued. I asked to speak to a supervisor and was given the same story. I then asked for a manager and I was told “no”. I asked to speak to the supervisor’s boss and I was told “no”. I asked to speak to a customer service manager and I was again told “no”. I asked him to read my history and notes of all of the problems I had on this reservation and if he were in my position, would he expect to have to go back to the airport to resolve this? I stated that the least American Airline could do was send a courier to my work or house to exchange my tickets. Once again he said there was nothing he, as a supervisor, could do and again refused to allow me to speak to a manager. I left my conversation with him agreeing that there is nothing he would do to help me and that he had no empowerment to solve my problem. To add insult to injury, he stated that if these were electronic tickets he could change them. I never asked for paper tickets when I originally booked my reservation.

The next day I went to the airport to have my tickets exchanged. The counter agent could find nothing on my issued tickets that needed to be changed. It turns out I went through this debate and extra trip to the airport for NO REASON! When I asked to speak to a customer service person at the airport, I was told that customer service has turned into a PO BOX, hence I am writing you this letter.

As a previous Platinum member, American Airlines will no longer be my first choice of carriers, nor will it even be my second or third. If American Airline has any interest in retaining any of my future business, I would hope you contact me to discuss this issue.

I can be reached at either:

Email: aa-com@yourservice.com

Phone: +1.858.627.9259

Sincerely,

Steven Misrack