

Alaska Airlines – AA Codeshare Discontinued in Selected Markets – Schedule Change

Issued: January 16, 2017

Updated: January 21, 2017 – added 300 Mile Radius for AA Prime only

Updated: February 6, 2017 – added Airports Affected between MFR and LAX, added Ticketed On/Before date for MFR and LAX only

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers who may be impacted by the discontinuation of AA* Codeshare on Alaska Airlines and Horizon Air operated flights in select markets. Please be guided by the following information:

American's system will do all possible to re-protect customers on American prime flights. If the customers are not protected, or the protection is not acceptable, please use the following guidelines:

Airports Affected:	AA (001) tickets Agency Procedures for Discontinued Codeshare Service in Select Markets on AA*/AS and AA*/QX Revenue/Published and Bulk/Opaque Fare	Endorsement Box Policy																	
<p>AA has removed AA* codeshare service on AA*/AS and AA*/QX in the following markets as of February 1, 2017:</p> <p>Between the following Markets:</p> <ul style="list-style-type: none"> • BWI and LAX • DCA and LAX/PDX/SEA • DFW and PDX/SEA • EWR and SEA • JFK and SEA • LAX and PDX/SEA/SLC • ORD and PDX/SEA • PDX and PHX • PHL and SEA • PHX and SEA <p>AA has removed AA* codeshare service on AA*/AS and AA*/QX in the following markets as of June 2, 2017:</p> <p>Between the following Market:</p> <ul style="list-style-type: none"> • ANC and LAX/ORD • MFR and LAX 	<p style="text-align: center;">Discontinued Codeshare Service options for Revenue/Published and Bulk/Opaque Fare Tickets:</p> <p><u>Protection Options:</u></p> <p>American: AA/ AA* Codeshare</p> <ul style="list-style-type: none"> • Book AA Prime flights in the same markets as follows: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th colspan="2" style="background-color: #e0e0e0;">Special Travel Exceptions Considerations</th> </tr> </thead> <tbody> <tr> <td>Ticketed On/Before:</td> <td>December 16, 2016</td> </tr> <tr> <td>Ticketed On/Before: MFR and LAX ONLY</td> <td>January 15, 2017</td> </tr> <tr> <td>Effective for Travel On/After:</td> <td>February 1, 2017</td> </tr> <tr> <td>Effective for Travel On/After:</td> <td>June 2, 2017 For the following markets between: ANC and LAX/ORD MFR and LAX</td> </tr> <tr> <td>Reissue Ticket On/Before:</td> <td>At time rebooking is made</td> </tr> <tr> <td rowspan="2">Inventory Requirements:</td> <td>Lowest Available Inventory – Same Cabin up to H</td> </tr> <tr> <td>OR Customers ticketed to travel in First class may rebook on AA Prime flight in J/D inventories</td> </tr> <tr> <td>Change to Origin/Destination</td> <td>Not allowed Exception: <ul style="list-style-type: none"> • 300- Mile Radius allowed • Co-Terminals <p>“If there are no acceptable</p> </td> </tr> </tbody> </table>	Special Travel Exceptions Considerations		Ticketed On/Before:	December 16, 2016	Ticketed On/Before: MFR and LAX ONLY	January 15, 2017	Effective for Travel On/After:	February 1, 2017	Effective for Travel On/After:	June 2, 2017 For the following markets between: ANC and LAX/ORD MFR and LAX	Reissue Ticket On/Before:	At time rebooking is made	Inventory Requirements:	Lowest Available Inventory – Same Cabin up to H	OR Customers ticketed to travel in First class may rebook on AA Prime flight in J/D inventories	Change to Origin/Destination	Not allowed Exception: <ul style="list-style-type: none"> • 300- Mile Radius allowed • Co-Terminals <p>“If there are no acceptable</p>	<p>Annotate new ticket with below:</p> <p style="text-align: center;">SCHG AAAS CODESHARE DISCONTINUED</p> <p>The above annotation is only required on the new ticket and supersedes required verbiage for the fare ticketed</p> <p style="color: blue;">Reissue: New ticket will have the same fare/fare basis as original ticket</p> <p style="color: blue;">Penalty: Change fee does not apply</p>
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	options to the customer's original ticketed destination, it is permissible to book AA Prime flights to an alternate AA airport within a 300-mile radius of the originally ticketed city"
Phone Field:	Ensure the customer's telephone contact number is updated
OR	
If AA Prime not available:	
<ul style="list-style-type: none"> Book AS Prime flights in the same markets as follows: 	
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Reissue Ticket On/Before:	At time rebooking is made
Inventory Requirements:	Lowest Available Inventory – Same Cabin
Change to Origin/Destination	Not Allowed
Phone Field:	Ensure the customer's telephone contact number is updated

Group Tickets

You must contact Group and Meeting Travel or the Meeting Service desk for assistance

Refund Policy

Schedule Change - Unacceptable to Customer Refund Request		
Type of Fare	Agency Procedures for Discontinued Codeshare Service in Select Markets on AA*/AS and AA*/QX Revenue/Published and Bulk/Opaque Fare	OSI Field Documentation
Revenue/Published Fare / Bulk/Opaque Fare Tickets: AA (001) tickets: Travel agencies may refund Revenue/Published / Bulk/Opaque fare tickets only per the criteria: NOTE: If the travel agent's revenue ticket has been EXCH by AA as an INVOL the refund request must be submitted directly to American	Travel agents may refund a non-refundable ticket(s) via the ARC/IAR REN or BSP <ul style="list-style-type: none"> Refundable tickets will be refunded to the original form of payment (FOP). Refundable tickets that have a cancellation penalty fee will be refunded to the original form of payment (FOP); cancellation penalty fee is waived. Non-refundable tickets will be refunded to original form of payment (FOP); penalty fee is waived. The Refund-Exchange document (ARC) and/or the Refund Authorization Request template (BSP)	PNR must be documented with the following OSI message: SCHG AAAS CODESHARE DISCONTINUED/ Date NOTE: Date is the original flight date.

Refer to the link: www.refunds.aa.com

must reflect:

Waiver code: SCHG/AS PROTECT
Note: Change fee does not apply

Updated: February 6, 2017