BEFORE THE DEPARTMENT OF TRANSPORTATION
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
WASHINGTON, D.C.

Benjamin Edelman, third-party complainant

v.

American Airlines, Inc.

COMPLAINT OF BENJAMIN EDELMAN

Comments with respect to this document should be addressed to:

Benjamin Edelman
169 Walnut St.
Brookline, MA 02445
E-mail: ben@benedelman.org

Dated: July 6, 2015
I. Applicable Requirements ......................................................................................... 3
II. Harm to Consumers.................................................................................................. 4
III. Anticipated Defenses ............................................................................................ 6
IV. Requested Resolution ............................................................................................ 7

**COMPLAINT OF BENJAMIN EDELMAN**

1. In my experience, American Airlines e-ticket confirmation and receipts systematically fail to provide required information about passengers’ baggage allowances whenever American reissues tickets. In particular, when American reissues a ticket, the e-ticket confirmation email omits information about baggage allowance, notwithstanding DOT regulations requiring such information.

2. I have consulted my records of my personal travel as well as the e-ticket confirmations that others have forwarded me when I assisted them with travel arrangements. I found 20 e-ticket confirmation emails from American Airlines pertaining to reissues made since January 1, 2014. (These include reissues for AAdvantage upgrades as well as changes in dates and routings.) In all 20 of those reissues, American
omitted the required baggage information and indeed omitted any information whatever about baggage allowances.

3. See for example Attachment 1, an e-ticket confirmation for a passenger flying BOS-MIA-BOS, a coach ticket that was reissued due to a round-trip upgrade into first class using American systemwide upgrades from my wife’s account. Notice the complete lack of any baggage allowance information.

4. Reissues can change a passenger’s baggage allowance. For example, a passenger’s ticket might be reissued into a different class of service that provides a different baggage allowance. A passenger’s ticket might be reissued onto another routing or another carrier with a different baggage allowance.

I. Applicable Requirements

5. American’s omission of baggage allowance in reissued e-ticket confirmations squarely contradicts DOT requirements in 14 CFR 399.85(c):

On all e-ticket confirmations for air transportation within, to or from the United States, including the summary page at the completion of an online purchase and a post-purchase email confirmation, a U.S. carrier, a foreign air carrier, an agent of either, or a ticket agent that advertises or sells air transportation in the United States must include information regarding the passenger's free baggage allowance and/or the applicable fee for a carry-on bag and the first and second checked bag. Carriers must provide this information in text form in the e-ticket confirmation. (emphasis added)

6. Nothing in the regulation, nor in any of the policy analysis leading to the regulation, offers any relevant exception to this unambiguous requirement.

7. The 399.85(c) requirements took effect January 26, 2012, and the Department specifically declined to delay implementation of these requirements based on carrier association requests. (See Order 2012-1-2, denying the petition to delay the
effective date of 14 CFR 399.85(c) and 399.87.) Thus, the applicable requirements have been in effect for approximately three and a half years during which, as best I can tell, American Airlines has never complied as to reissued tickets.

II. Harm to Consumers

8. Consumers use baggage allowance information in e-ticket confirmation emails in order to know how much baggage they may transport and at what expense. This information assists customers in planning their packing and their choice of baggage. This information also allows resolution of disputes at check-in: If a passenger’s e-ticket confirmation indicates that a certain amount of baggage may be transported at a certain price, the passenger can bring this statement to the attention of carrier staff to oppose any request that the passenger pay more. Because the statement is personalized to the individual passenger and the specific ticket, there are less likely to be disputes or misinterpretations, compared with the prospect of interpreting a complex table or other general statement of fees.

9. Conversely, the lack of such information causes consumers to fail to know their entitlements, impeding planning and inviting surprises or disputes at check-in. These are exactly the concerns that prompted DOT to require the improved disclosures required by 399.85(c). See Second Final Rule on Enhancing Airline Passenger Protections at 23147.

10. The lack of baggage information in reissued e-ticket confirmation emails has caused direct harm to me in my attempt to use American upgrades to upgrade friends’ travel. In April 2015, I upgraded my friend [REDACTED] on round-trip travel BOS-PVG-BOS with American “systemwide” upgrades from my account. Based on my
understanding of American policies, including tariff provision 116, I told that his confirmed upgraded travel would increase his checked baggage allowance from two bags (standard for a coach transpacific journey on American) to three bags (the allowance American provides to business class passengers). When his PVG-BOS e-ticket confirmation email did not include information about the increased baggage allowance, he called American telephone reservations to inquire. After the reservations agent put him on hold for some time and consulted with a colleague, the agent told my friend that the upgrade did not increase his baggage allowance. As a result, he elected not to bring additional baggage that he would have preferred to transport had he been permitted to do so. I believe that the American representative was incorrect, but the lack of authoritative personalized information, on my friend’s e-ticket confirmation email, was the direct cause of his decision to bring less baggage and, I believe, to forego rights to which he was entitled under American’s tariff.

11. Consumers are likely to be harmed in a variety of other circumstances. Consider a standard passenger (no elite status, no special credit card, etc.) who books international travel, say JFK-LHR-JFK, for which American’s standard coach baggage is one bag without charge. Suppose that passenger needs to cancel the trip and, consistent with American’s tariff and fare rules, applies the residual value (net of change fee)

---

1 See http://www.aa.com/i18n/travelInformation/baggage/checked-baggage.jsp at heading “1st and 2nd checked bags are complimentary for:” “And when traveling to these destinations” – China; versus “1st, 2nd and 3rd checked bags are complimentary for:” “Confirmed First and Business Class customers.” See also American Airlines tariff provision 116 at heading “transpacific baggage allowances.”

2 Attachment 2 gives his reissued e-ticket confirmation email after his BOS-PVG upgrade cleared. Attachment 3 gives his reissued e-ticket confirmation email after 1) he had already flown BOS-PVG (segments thus no longer shown in the confirmation) and 2) his PVG-BOS upgrade had cleared (including separating the segments PVG-ORD and ORD-BOS into separate segments as required by American policy in light of the differing booking classes for upgrades for those segments).

3 He is willing to sign a declaration to this effect if desired, or to file a complaint in his own name. At present he has not done so because he and I believe my complaint adequately presents the relevant facts.
towards a domestic ticket, say JFK-LAX-JFK. Under American’s tariff, this passenger will have to pay a fee to check the first bag. Yet the passenger’s reissued e-ticket email confirmation will say no such thing. Furthermore, the passenger’s original e-ticket email confirmation (for the original itinerary) will indicate, incorrectly, that the passenger is entitled to check a bag without charge. Anticipating exactly this sort of situation, 399.85(c) sensibly requires that baggage information be provided on “all” e-ticket confirmations, including reissues.

III. **Anticipated Defenses**

12. American may be expected to argue that its conduct is mitigated by its provision of baggage allowance information in initial e-ticket confirmations prior to any eventual reissues. But 399.85(c) specifically applies to “all” e-ticket confirmations, not just some e-ticket confirmations or initial e-ticket confirmations. A reissue yields a new e-ticket and a new e-ticket confirmation email. Nothing in the plain language of 399.85(c) offers any exception for reissues. Moreover, reissues can change a passenger’s baggage allowance, including when a passenger changes class of service (as in Attachments 1-3), routing (as in the example in paragraph 11), or carrier. Even if a consumer retains a prior e-ticket confirmation email, the consumer would rightly hesitate to rely on that earlier document and indeed, after the reissue, might face baggage allowances and fees that are either more or less than the amounts indicated in the initial e-ticket confirmation email.

13. American may be expected to argue that tickets with reissues are more complicated than normal and that failure to provide the required information should be excused in that circumstance. But complicated tickets are exactly the tickets for which
consumers would otherwise struggle to find their baggage allowances on a carrier website, for which the improved 399.85(c) disclosures are most useful, and for which confusion or disputes are most likely if 399.85(c) disclosures are omitted. For example, when upgrading a journey, it is normal for an upgrade to be available (or for a passenger to elect to pay for an upgrade) on some segments but not others. (Indeed, initial one-way upgrade, shown in Attachment 2, typifies this problem.) 399.85(c) disclosures are particularly important in these mixed-class journeys, when airline websites may provide unclear information about a passenger’s baggage allowance and when airline staff are at greater risk of misinterpreting or misapplying applicable rules.

IV. Requested Resolution

14. I ask that the Department of Transportation:

(1) Exercise its authority under 49 USC §41712 to open an investigation of American Airlines for having engaged in, and continuing to engage in, the unfair or deceptive practices described above;

(2) Order American Airlines to search customer correspondence for all customers complaining about the lack of required disclosure of bag fees, and to produce all such correspondence to the DOT;

(3) Order American Airlines to refund any bag fees charged to any customer whose e-ticket confirmation email or reissued e-ticket confirmation email lacked any information required by then-applicable regulation;

(4) Impose appropriate civil penalties on American Airlines
(5) Issue any guidance or revised regulations needed to clarify to other airlines and ticket agents, and to preclude any future claim of ambiguity, that these practices are unfair and deceptive in violation of 49 USC §41712.

Respectfully submitted,

/s/
Benjamin Edelman
Attachment 1

From: "American Airlines@aa.com" <e-mail@aa.globalnotifications.com>
Subject: E-Ticket Confirmation
Date: January 7, 2019 at 12:36:05 PM EST
To:

American Airlines

eTicket Itinerary & Receipt Confirmation

Ticket Issued: Jan 7, 2019

Thank you for choosing American Airlines! American Eagle, a member of the
oneworld® Alliance. Below are your itinerary and receipt for the ticket(s)
purchased. Please print and retain this document for use throughout your trip.

You may check in and obtain your boarding pass for U.S. domestic electronic
tickets within 24 hours of your flight time online at AA.com by
using www.aa.com/checkin or at a Self-service Check-in machine at the
airport. Check-in options may be found at www.aa.com/checkin. For
information regarding American Airlines checked baggage policies, please
visit www.aa.com/baggageinfo.

For faster check-in at the airport, scan the barcode below at any AA Self-
Service machine.

You must present a government-issued photo ID and either your boarding
pass or a primary identification card at the security screening checkpoint.

You can now Manage Your Reservation on aa.com, where you can check in
and purchase additional items to customize your journey. A variety of seating
options are also available for purchase to enhance your travel with features
such as convenient front of cabin location, extra legroom and early boarding.

As American and US Airways merge, many changes are taking place at our
airport locations. Visit FindYourWay to assist with your journey.

Itinerary

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Flight #</th>
<th>Departing</th>
<th>Arriving</th>
<th>Fare Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>American</td>
<td>1502</td>
<td>BOSTON</td>
<td>MINN INTERN TNL</td>
<td>2:43 PM</td>
</tr>
<tr>
<td>Seat 5E</td>
<td>First Cl</td>
<td>Lunch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>American</td>
<td>1355</td>
<td>MINN INTERN TNL</td>
<td>BOSTON</td>
<td>6:25 PM</td>
</tr>
<tr>
<td>Seat 5E</td>
<td>First Cl</td>
<td>Dinner</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Receipt

<table>
<thead>
<tr>
<th>Passenger</th>
<th>Ticket #</th>
<th>Fare USD</th>
<th>Taxes and Carrier-Issued Fees</th>
<th>Ticket Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-123456</td>
<td>123456</td>
<td>491.88</td>
<td>64.34</td>
<td>556.20</td>
</tr>
</tbody>
</table>

[Other relevant information and logos]
Attachment 1 (continued)

You have purchased a NONREFUNDABLE fare. The itinerary must be canceled before the ticketed departure time of the first unused segment on the ticket has a value. If the fare allows changes, a fee may be assessed for changes and restrictions may apply.

Electronic tickets are NOT TRANSFERABLE. Tickets with nonrefundable fare are valid for one year from original date of issue. If you have questions regarding our refund policy, please visit www.aa.com/refunds.

To change your reservation, please call 1-800-433-7300 and refer to your reservation number.

Check-in times will vary by departure location. In order to determine the time you need to check-in at the airport, please visit www.aa.com/vip/reservations.

Air transportation on American Airlines and the American Eagle airlines is subject to American's conditions of carriage.

NOTICE OF INCORPORATED TERMS OF CONTRACT

Air transportation, whether it is domestic or international (including domestic portions of international jet legs), is subject to the individual terms of the transporting air carrier which are hereby incorporated by reference and made part of the contract of carriage. Other contracts on which you may be booked may have different conditions of carriage. For this contract, electrical liability, may be governed by applicable laws on file with the U.S. Congress and the Department of Transportation, as amended, and by the Montreal Convention. For passenger transport, the Montreal Convention and its implementing rules and regulations may also apply. Rules and limitations for baggage, including pet animals, are not included in this contract of carriage.

You may obtain additional information on items 1 through 11 above at any U.S. location where the transporting air carrier's tickets are sold. You have the right to inspect the full text of each transporting air carrier's terms at its airport and city ticket offices. You also have the right, upon request, to receive (free of charge) a full list of the applicable terms incorporated by reference from each of the transporting air carriers. Information on obtaining the full text of each air carriers' terms is available at any U.S. location where the air carriers' tickets are sold or you can click on the Conditions of Carriage button below.

If you have a customer-service issue, please Contact AA.

NOTICE: This email and any information, files or attachments are for the exclusive and confidential use of the intended recipient. This message contains confidential and privileged information of American Airlines (such as customer and business data) that may not be read, printed, intercepted or otherwise used by anyone other than the intended recipient. If you are not an intended recipient, please do not read, distribute, or take action in reliance upon this message. If you suspect you have received this email in error, please notify the sender and promptly delete this message and its attachments from your computer.
Attachment 2

---------- Forwarded message ----------
From: American Airlines <aa.com>
       <aa.globalreservations.com>
Date: Mon, Apr 27, 2015 at 6:57 AM
Subject: E-Ticket Confirmation - E71560

To: [Redacted]

American Airlines
Reservations Resend Miles My Account Deals

eTicket Itinerary & Receipt Confirmation

Ticket issued: Apr 27, 2015

Mr. Benjamin G Edelman,

Thank you for choosing American Airlines / American Eagle, a member of the oneWorld Alliance. Below are your itinerary and receipt for the ticket(s) purchased. Please print and retain this document for use throughout your trip.

You may check in and obtain your boarding pass for U.S. domestic electronic tickets within 24 hours of your flight time online at AA.com by using www.aacom/check in or at a Self Service Check-in machine at the airport. Check-in options may be found at www.aacomoptions. For information regarding American Airlines checked baggage policies, please visit www.aacombaggageinfo.

For faster check-in at the airport, scan the barcode below before any AA Self Service machine.

You must present a government-issued photo ID and either your boarding pass or a priority verification card at the security screening checkpoint.

You can now Manage Your Reservation on aacom, where you can check in and purchase additional items to customize your journey. A variety of seating options are also available for purchase to enhance your travel with features such as convenient front of cabin location, extra legroom and extra boarding.

As American and US Airways merge, many changes are taking place at our airport locations. Visit Find Your Way to assist with your journey.

Book a Hotel  Book a Car  Buy Trip Insurance

Itinerary

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Flight #</th>
<th>Departing</th>
<th>Arriving</th>
<th>Fare Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>American</td>
<td>211</td>
<td>BOSTON</td>
<td>SHANGHAI PUDONG</td>
<td>C</td>
</tr>
<tr>
<td></td>
<td></td>
<td>08:50 AM</td>
<td>20:50 AM</td>
<td></td>
</tr>
<tr>
<td>American</td>
<td>208</td>
<td>SHANGHAI</td>
<td>BOSTON</td>
<td>D</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PUDONG</td>
<td>09:10 AM</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>10:30 AM</td>
<td>11:30 AM</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Beijing</td>
<td>Shanghai Pudong</td>
<td>D</td>
</tr>
<tr>
<td></td>
<td></td>
<td>08:50 AM</td>
<td>10:50 AM</td>
<td></td>
</tr>
</tbody>
</table>

Receipt

<table>
<thead>
<tr>
<th>Passenger</th>
<th>Ticket #</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

You have purchased a NON-REFUNDABLE fare. The itinerary must be cancelled before the titled departure time of the first round trip or the ticket fare is liable. The fare allows changes after the ticket is issued for changes and restrictions may apply.
Attachment 2 (continued)

CHANGE OF AIRCRAFT NOTICE FOR AT LEAST ONE OF YOUR FLIGHTS. YOU MUST CHANGE AIRCRAFT EN ROUTE EVEN THOUGH YOUR TICKET MAY SHOW ONLY ONE FLIGHT NUMBER AND HAVE ONLY ONE FLIGHT NUMBER FOR THAT FLIGHT. FURTHER, IN THE CASE OF SOME TRAVEL, ONE OF YOUR FLIGHTS MAY NOT BE IDENTIFIED AT THE AIRPORT BY THE NUMBER ON YOUR TICKET, OR IT MAY BE IDENTIFIED BY OTHER FLIGHT NUMBERS IN ADDITION TO THE ONE ON YOUR TICKET. AT YOUR REQUEST, THE SELLER OF THIS TICKET WILL GIVE YOU DETAILS OF YOUR CHANGE OF AIRCRAFT, SUCH AS WHERE IT WILL OCCUR AND WHAT AIRCRAFT TYPES ARE INVOLVED.

Electronic tickets are NOT TRANSFERABLE. Tickets with non-refundable taxes are valid for one year from original date of issue. If you have questions regarding our refund policy, please visit www.aa.com/refunds.

To change your reservation, please call 1-800-433-7790 and refer to your record locator.

Check-in times will vary by departure location. In order to determine the time you need to check-in at the airport, please visit www.aa.com/airportexpectations.

If you are travelling internationally, please ensure that you have the proper documentation. All necessary travel documents for the country being visited must be presented at airport check-in. Check with the consulate of those countries to determine the documents required. Additional information can be found at internationaltravel.aa.com.

Many international airports in the Caribbean, Central and South America exhibit the transport of boxes and excess or overweight baggage. Please confirm the baggage allowances and charge to your destination before you travel. For more information, please visit www.aa.com/Embassy.

Air transportation on American Airlines and the American Eagle carriers is subject to American's CONDITIONS OF CARRIAGE.

NOTICE OF INCORPORATED TERMS OF CONTRACT

Air Transportation, whether it is domestic or international (including domestic portions of international (journeys), is subject to the individual terms of the transporting air carriers which, are herein incorporated by reference and made part of the contract of carriage. Other carriers on which you may be ticketed may have different conditions of carriage. International air transportation, including the carrier's liability, may also be governed by applicable laws of the U.S. and other governments and by the Warsaw Convention, as amended, or by the Montreal Convention. Incorporated terms may include, but are not limited to: 1. Rules and limitations on liability for personal injury or death. 2. Rules and limitations on liability for baggage, including fragile or perishable goods, and availability of insurance valuation charges. 3. Claim restrictions, including time periods in which passengers must file a claim or bring an action against the air carrier. 4. Rights in the air carrier to change terms of the contract. 5. Rules on Retention of Reservations, check-in times and refund to carry. 6. Rights of the air carrier and limits on liability for delay or failure to perform service, including reschedule changes, substitution of alternate air carrier or aircraft and rebooking.

You can obtain additional information on items 1 through 6 above at any U.S. location where the transporting air carrier's tickets are sold. You have the right to inspect the full text of each transporting air carrier's terms at its airport and/or ticket office. You also have the right, upon request, to receive free of charge the full text of the applicable terms incorporated by reference from each of the transporting air carriers. Information on ordering the full text of each air carrier's terms is available at any U.S. location where the air carrier's tickets are sold or you can click on the Conditions of Carriage button below.

If you have a customer service issue, please Contact AA.

NOTICE: This email and any information, plans or attachments are for the exclusive and confidential use of the intended recipient(s). This message contains confidential and proprietary information of American Airlines (such as customer and business data) that may not be read, stored, distributed or otherwise used by anyone other than the intended recipient(s). If you are not an intended recipient, please do not read, distribute, or take action in reliance upon this message. If you suspect you have received this in error, please notify the sender and promptly delete this message and its attachments from your computer.
Benjamin G Edelman,

Thank you for choosing American Airlines / American Eagle, a member of the OneWorld Alliance. Below are your itinerary and receipt for the ticket(s) purchased. Please print and retain this document for use throughout your trip.

You may check in and obtain your boarding pass for U.S. domestic electronic tickets within 24 hours of your flighttime online at AA.com by using www.aa.com/checkin or at a Self-Service Check-in machine at the airport. Check-in options may be found at www.aa.com/options. For information regarding American Airlines checked baggage policies, please visit www.aa.com/baggage.

For faster check-in at the airport, scan the barcode below at any AA Self-Service machine.

You must present a government-issued photo ID and either your boarding pass or a prior verification card at the security screening checkpoint.

You can now Manage Your Reservation on aa.com, where you can check in and purchase additional items to customize your journey. A range of leading options are also available for purchase to enhance your travel with features such as convenient front of cabin location, extra legroom and early boarding.

As American and US Airways merge, many changes are taking place at our airport locations. Visit Find Your Way to assist with your journey.

Itinerary

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Flight #</th>
<th>Departing</th>
<th>Arriving</th>
<th>Fare Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>American</td>
<td>208</td>
<td>SHANGHAI PUDONG</td>
<td>CHICAGO ORAH 4 1:00 PM</td>
<td>C</td>
</tr>
<tr>
<td></td>
<td>Seat 10H</td>
<td>Business</td>
<td>FFR: 02W1M4</td>
<td>Dinner/Snack</td>
</tr>
<tr>
<td>American</td>
<td>208</td>
<td>CHICAGO OHARE</td>
<td>BOSTON 6:19 PM</td>
<td>A</td>
</tr>
<tr>
<td></td>
<td>Seat 6F</td>
<td>First</td>
<td>FFR: 02W1M4</td>
<td>Dinner</td>
</tr>
</tbody>
</table>

Receipt

Passenger  

You have purchased a NON-REFUNDABLE票. The itinerary must be canceled before the labeled departure time of the first unused airport or the ticket will be nullified. If the fare, after change, a fee may be assessed for changes and restrictions may apply.
Attachment 3 (continued)

Electronic tickets are NOT TRANSFERABLE. Tickets with non-refundable fares are valid for one year from original date of issue. If you have questions regarding our refund policy, please visit www.aa.com/airfarerefunds.

To change your reservation, please call 1-800-422-7777 and refer to your record locator.

Check-in times will vary by departure location. In order to determine the time you need to check-in at the airport, please visit www.aa.com/travelerexpectations.

If you are traveling internationally, please ensure that you have the proper documentation. All necessary travel documents for the country being visited must be presented at airport check-in. Check with the consulate of the countries to determine the documents required. Additional information can be found at International Travel.

Many international airports in the Caribbean, Central and South America prohibit the transport of boxes and excess or overweight baggage. Please confirm the baggage allowance and charges for your destination before you travel. For more information, please visit www.aa.com/careers/baggage.

Air transportation on American Airlines and the American Eagle carriers is subject to American's Conditions of Carriage.

NOTICE OF INCORPORATED TERMS OF CONTRACT

Air transportation, whether it is domestic or international (including domestic business of international journeys), is subject to the terms of the transporting air carriers which are herein incorporated by reference and made part of the contract of carriage. The carrier liability, may be governed by applicable tariffs filed with the U.S. and other governments and by the Warsaw Convention, as amended, or by the Montreal Convention. Incorporation terms may include, but are not restricted to: 1. Rules and limits on liability for personal injury or death; 2. Rules and limits on liability for cargo, including fragile or perishable goods, and availability of insurance; 3. Claim procedures, including time periods in which passengers must file a claim or bring an action against the carrier; 4. Rights of the air carriers to change terms of the contract; 5. Rules on reconfirmation of reservations, check-in times and refusal to carry; 6. Rights of the air carriers and limits on liability for delay or failure to perform services, including scheduled changes, substitution of alternate air carriers or aircraft and detouring.

You can obtain a full listing of the tariffs at any U.S. location where the transporting air carriers' tickets are sold. You have the right to request a complete list of the tariffs of each transporting air carrier at all its airport and city ticket offices. You also have the right, upon request, to receive a complete list of the full text of the applicable terms incorporated by reference from each of the transporting air carriers. Information on obtaining the full text of each air carrier's tariffs is available at any U.S. location where the air carriers' tickets are sold. You can click on the Conditions of Carriage button below.

If you have a customer service issue, please Contact AA.

NOTICE: This email and any information, files or attachments are for the exclusive and confidential use of the intended recipient(s). This message contains confidential and proprietary information of American Airlines (such as customer and business data) that may not be read, amended, distributed or otherwise used by anyone other than the intended recipient. If you are not an intended recipient, please do not read, distribute, or take any action in reliance upon this message. If you suspect you have received this email in error, please notify the sender and promptly delete this message and its attachments from your computer.

**Conditions of Carriage**   **Special Assistance**   **Flight Check-in**   **Flight Status Notification**
Certificate of Service

I hereby certify that I have, this 6th day of July, 2015 caused a copy of the foregoing Reply to be served by electronic mail on the following persons:

Robert Silverberg, Esq.   rsilverberg@sgbdc.com
Blane Workie     blane.workie@dot.gov

/s/
_____________________
Benjamin Edelman