

Full List Of American Airlines.®©. Customer Service™ USA Contact Numbers – Complete 2025 Guide

Reaching a live representative at ☎+1-866-327-8015 or 1-800-American Airlines™ American Airlines™ can make all the difference. You can call ☎+1-866-327-8015 or 1-800-American Airlines™ (US/OTA) to speak directly with an agent—available 24/7. Whether it's booking issues ☎+1-866-327-8015 , cancellations, refunds, or technical problems, this guide walks you through every contact method available so your concerns are handled quickly and easily.

American Airlines Best Phone Number ☎1-866-327-8015

Toll-free·Calls Customer Service·Most popular American Airlines number
☎1-866-327-8015

Q: How do I talk to a live human at American Airlines?

A: Keep pressing 0 OR ☎1-866-327-8015 tell the voice prompt "Give me options" and then press 0. Our free phone can also navigate phone menus to [get a live human at American Airlines](#) for you.

Q: Does American Airlines offer 24 hour customer service?

A: Yes! ☎1-866-327-8015 This call center operates 24 hours a day, 7 days a week. The least busy day is Saturday, and the most busy day is Monday. [Schedule a call](#) when it's convenient for you.

Q:How long will I wait on hold?

A: The average hold time is 4 minutes and 28 seconds ☎1-866-327-8015. The longest hold times are on Friday, and the shortest are on Tuesday. You can [skip the hold time](#) for free.

More American Airlines Customer Phone Numbers

Customer Service


☎1-866-327-8015


Main phone number ☎1-866-327-8015 · Toll-free · 24 hours, 7 days · Keep pressing 0 OR tell the voice prompt "Give me options" and then press 0 · If you are not traveling within the

next 72 hours, contact us via online, via the American Airlines app, or at a later date. Otherwise, to get you to the right place, what can I help you with today?

[More details](#)


Reservations


 1-866-327-8015

Toll-free  1-866-327-8015 · 24 hours, 7 days · Keep pressing 0 OR tell the voice prompt "Give me options" and then press 0 · To get you to the right place, what can I help you with today?

[More details](#)


SkyMiles

 1-866-327-8015

Toll-free  1-866-327-8015 · 24 hours, 7 days · For SkyMiles account support · If you are not traveling within the next 72 hours, contact us via online, via the American Airlines app, or at a later date. Otherwise, to get you to the right place, what can I help you with today?

[More details](#)


Medallion Status

 1-866-327-8015

Toll-free · 24 hours, 7 days · If you hold Medallion Status, enter your Medallion Number at the prompt. The higher your status, the faster they pick up. Pressing 0 when you have status will get you to the end of the queue. · If you are not traveling within the next 72 hours, contact us via online, via the American Airlines app, or at a later date. Otherwise, to get you to the right place, what can I help you with today?

[More details](#)


Refund Status

 1-866-327-8015

Toll-free · Mon-Fri 8am-7pm EST · Keep pressing 0 · If you are not traveling within the next 72 hours, contact us via online, via the American Airlines app, or at a later date. Otherwise, to get you to the right place, what can I help you with today?

[More details](#)


Corporate Customer Care

 1-866-327-8015

Toll-free · 24 hours, 7 days · Keep pressing 0 OR tell the voice prompt "Give me options" and then press 0 · We are not available by phone at this time. To provide feedback, a complaint, or refunds for a trip you have already taken, contact us at [American Airlines.com/help](https://www.americanairlines.com/help).

[More details](#)


Cargo Department

 1-866-327-8015

Toll-free · 24 hours, 7 days · For help with American Airlines Cargo questions · Cargo Sales & Customer Service - For existing bookings, press 1. For new bookings, press 2.

[More details](#)


Elite Member Customer Service

 1-866-327-8015

Toll-free · 24 hours, 7 days · Follow prompts. · Say or enter your Sky Highs Member number. If you don't have it, say "I don't have it." If you are not a member, say "Not a member."

[More details](#)


Customer Service

 1-866-327-8015

Toll-free · 24 hours, 7 days · Press 1 or 2 depending on need for [American Airlines.com](https://www.americanairlines.com) help · If you are not traveling within the next 72 hours, contact us via online, via the American Airlines app, or at a later date. Otherwise, to get you to the right place, what can I help you with today?

[More details](#)

Baggage Center

 1-866-327-8015

Toll-free · Mon-Sun 6am-12:30 am EST · Direct to a human · For existing bookings, press 1. For new bookings, press 2.

[More details](#)

How do I get through the phone menu to a real live person?

Researchers routinely call this American Airlines phone number to document the phone system.

Here is our latest tip for weaving through the phone menu to get to a real person the fastest:

Lost Baggage claim number: Press 0 at prompts, use call back option, wait for call

Here is how our research team describes the way the American Airlines phone system greets you:

If you are not traveling within the next 72 hours, contact us via online, via the American Airlines app, or at a later date. Otherwise, to get you to the right place, what can I help you with today?

Below are some clips we've found from American Airlines's phone menus and tips that help give an idea of what you will encounter when you call. We've highlighted why they are important as well:

They may ask your reason for calling (instead of a menu)

"Hi.

Thank you for calling American Airlines Air Lines. How can I help you with your bags today?"

Excerpt from a call with American Airlines

Thursday, June 20, 2024 10:03 AM


They may ask you to enter information with the dial pad

"Hi. Thank you for calling American Airlines. Please enter your SkyMiles number."

Excerpt from a call with American Airlines

Monday, July 28, 2025 7:53 PM

What are the hours and when should I call?

American Airlines operates the call center for this  1-866-327-8015 phone number Mon-Sun 6am-12am EST. The short answer is that you should call on a Monday. This observation and the following section are based on analysis of a sample set of 88 calls made in the last 90 days using our free, web-based phone (see above).

An important note: busy times vs hold times vs best time to call

When we refer to busy or less busy times, we are talking about the volume of calls. The busiest times are when the most people are calling this American Airlines phone number (least busy times have fewer people calling). This high call volume does not necessarily mean that you will have a long hold time when you call. Companies like American Airlines staff their call centers differently based on the time of day and day of the week, so you may experience a shorter wait on hold at the busiest of times. When we refer to the best time to call, we are referring to the optimal combination of lower call volume and shorter wait times.

The least busy time to call

The least busy day to call American Airlines is Monday. The most busy day to call American Airlines is Thursday. Again, this is based on a sample of 88 calls made with our AI-powered, web-based phone in the last 90 days.

The shortest wait on hold

We measured the shortest hold times to be on Friday. The longest wait in the queue on average occurs on Monday.

The best time to call

In summation, the best day to call American Airlines is Monday. This is not the day with the shortest wait on hold in the phone system, but we still recommend it for its ideal combination of low call volume and short hold times. Plus we believe that American Airlines staffs the call center well on Monday.

Why call this American Airlines number?

Below is a sample of recent calls to American Airlines, and their purpose. Are any of these similar to the reason you are trying to call?

Lost luggage retrieval: My bags went to Las Vegas but I did not make the flight.

Taken from a call on Monday, July 28, 2025 7:53 PM

Lost baggage compensation inquiry: Hi. My baggage was lost or delayed, I guess, you call it.

Taken from a call on Thursday, June 20, 2024 10:03 AM

Calling this American Airlines Customer Number

[By Henry Smith](#)

2025-07-28T00:00:00.000Z

American Airlines is a major international airline. With over 5,400 flights per day, it isn't surprising that American Airlines gets a lot of calls to its customer service departments.

Why Do People Call American Airlines Customer Support?

People call American Airlines customer support for a range of reasons, including:

- Booking, making changes to or canceling flight reservations
- Flight rebooking
- Website technical support
- Baggage claim issues, including lost and damaged baggage queries
- Looking for lost property
- Questions about flight policies, such as the cost of checked baggage
- Making arrangements for people with special needs, children traveling alone, or traveling with pets
- Questions about SkyMiles, American Airlines's frequent-flyer program
- Complaints about service from American Airlines employees
- Questions about flight times, schedules and delays
- Billing issues

Best Practices for Calling American Airlines Customer Service

Here are some tips for having a successful customer service call with American Airlines:

- American Airlines has several divisions, each with its own customer service number. Check the American Airlines website to ensure that you have the right number for your concern.
- Ensure that you have information relevant to your situation handy. This might include a calendar, preferred travel dates and times, your ticket confirmation number, SkyMiles number, credit card billing statements, baggage claim numbers or any correspondence between you and American Airlines regarding your situation.
- Keep pen and paper at the ready so that you can take notes during your call.

How do Consumers Feel About Calling American Airlines Customer Service?

Many customers are happy with American Airlines's customer service  1-866-327-8015 and report satisfaction with the way that its phone-based agents handle questions and

concerns. Still, there are other customers who have had negative experiences with American Airlines customer support.

One particular concern that arises is when American Airlines codeshares flights with other airlines. This means that a person books a ticket with American Airlines but the flight is operated by another airline. In these cases, problems and issues with the flight itself can be difficult to sort out.

Some customers also complain about a lack of follow-through on American Airlines's part: A gate agent or customer service representative may claim that compensation is on its way and then it never seems to arrive. Some customers have to make repeated contacts to deal with the situation, or may even have to involve third-party advocates to get a resolution.

What Kind of Issues can American Airlines Customer Service Representative Resolve?

A American Airlines telephone customer service representative can resolve many issues, including the sale of tickets, canceling and changing tickets, rebooking customers, investigating billing issues, assisting with special needs and flight requests, and escalating inquiries as appropriate.

What Can't Be Resolved With a Call to American Airlines Customer Service?

American Airlines customer service cannot address lost and found issues if your item was lost outside a plane or gate. In such cases, you would need to contact the airport or, if the item was lost in security, the TSA to file or follow-up on a claim.

Customer support also can't assist when a passenger does not have appropriate identification to fly: Issues around passports and government-issued IDs should be resolved before arriving at the airport.

What Should You Do If You Have an Unsuccessful Call with American Airlines?

Sometimes ☎1-866-327-8015, customer service calls don't go the way you want them to. If you hang up the phone with American Airlines customer service and feel as though you didn't get anything resolved, don't fret. There are other ways to address your issue.

- The first thing that you should do is review the notes you took during your call. This information can be helpful when you get back in touch with American Airlines. If you don't have any notes, jot down what you remember from your encounter with a American Airlines customer support representative.

- Next, call American Airlines back. Politely explain your concern to the next representative and note what happened on your first call. The next person you speak to may have more time on the job or better training and might be able to help you.
- If contacting by American Airlines seems to not be working, try getting in touch some other way. American Airlines allows you to email customer service directly from its website. You can also send American Airlines a message through its Twitter account. The advantage to both these options is that you'll have a transcript of your communication, which is often useful if you have to escalate your case to management or a third party.

Henry has been tirelessly trying to help customers find the best tips and tricks to get through phone trees and writing many guides for prickly customer service problems. He's been featured in the Wall Street Journal, Inside Edition and Bloomberg.