American Airlines is focused on meeting our customers’ needs by introducing Basic Economy fares in addition to the wide range of Main Cabin fares currently offered. These low cost fares provide a simple and affordable way to experience American’s network.

Since our policies surrounding Basic Economy fares are unique in comparison to other types of published fares, we created this document to help provide answers to the questions most frequently being asked by our mutual customers.

AAAdvantage Accrual

1- Will AAdvantage members earn miles when traveling on Basic Economy fares?
   Customers traveling on Basic Economy fares will earn AAdvantage miles based on the ticketed dollar value.

2- Will elite status members earn bonus mileage on Basic Economy Fares?
   Elite members traveling on Basic Economy fares will earn bonus mileage at a rate of .5 Elite Qualifying Miles (EQM) per mile flown.

Baggage Restrictions

3- What is the size restriction for the allowed carry-on item for travelers other than elite customers?
   The linear dimensions allotted for the one carry-on item are 8 x 14 x 18 inches for all aircraft types.

4- How will the boarding gate agent decide if the customers’ personal item will fit under the seat in front of them?
   Airport boarding gate agents will base their decision on whether the carry-on item fits within the baggage-sizer bins. If the bag fits within the yellow outline it qualifies as a carry-on item. If the bag fits outside the yellow outline it doesn’t qualify as a carry-on item.
5- What happens when your customer is ticketed on a Basic Economy fare and arrives at the boarding gate with a personal item larger than the dimensions allowed for the one carry-on bag?
Customers arriving at the boarding gate with a personal item exceeding the carry-on baggage dimensions will result in the gate agent collecting additional fees (if applicable) prior to customer boarding:
- Checked bag fee
- Excess bag fee
- Gate processing fee (new)

Note: Military customers traveling in uniform or on Military orders and ticketed on a Basic Economy fare exempt from paying the gate processing fee; however, all other baggage fees apply.

6- Will customers selecting a mobile boarding pass, be notified of Basic Economy baggage carry-on item restrictions?
Customers checking-in on the mobile app will receive information on Basic Economy baggage restrictions. They will be asked to confirm “I Understand” before the mobile boarding pass will be issued.
7- Will the mobile boarding pass provide customers easy identification of traveling on Basic Economy fares?
Yes, the mobile boarding pass will always indicate Group 9 for Basic Economy. Also, the mobile boarding pass will display Basic Economy at the Gate Reader.

8- When elite customers are ticketed on Basic Economy fares, are there any further restrictions?
Elite status customers and Premium Credit Card (PCC) holders may carry on one small personal item and 1 additional bag, not to exceed 22 x 14 x 9 inches.

Booking and Inhibiting Basic Economy Fares

9- How do you identify Basic Economy fares when pricing American fares?
Basic Economy fares are always booked in B inventory. No other fares will be published in B inventory.

10- It was previously communicated that there are two different Basic Economy fare codes: Economy One-way Unbundled (EOU) or Economy Roundtrip Unbundled (ERU). Is there an inclusive pricing format required?
Basic Economy fares will price with WP, WPNC, WPNCB, etc. and no inclusion is necessary as long as B inventory is available. The fare code can be found in the Fare Type section of the fare rules:

Example:

<table>
<thead>
<tr>
<th>V FARE BASIS</th>
<th>BK FARE--OW</th>
<th>FARE--RT</th>
<th>TRAVEL-TICKET</th>
<th>RTG</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 QUALZNB3</td>
<td>BV 35.00</td>
<td>70.00</td>
<td>R24MY 66</td>
<td></td>
</tr>
<tr>
<td>PASSENGER TYPE-ADT</td>
<td>AUTO PRICE-YES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FROM-MIA TO-TPA</td>
<td>CXR-AA</td>
<td>TVL-28FEB17</td>
<td>RULE-B11L DFR/11</td>
<td></td>
</tr>
<tr>
<td>FARE BASIS-QUALZNB3</td>
<td>SPECIAL FARE DIS-N</td>
<td>VENDOR-ATP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FARE TYPE-EOU</td>
<td>OW-ECONOMY OW UNBUNDLED</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11- What is the pricing format to exclude Basic Economy fares from the price quote?

Sabre:  
WPNCYMPC-ANY - prices the lowest non-Basic Economy fare  
WPNCYBRA2 - prices the lowest non-Basic Economy fare by specifying the Main Cabin brand ID of 'A2' for American Airlines which includes the 50 U.S. and Canada  

Other GDS':  
Please contact your GDS Help Desk for assistance with pricing formats

12- Can Basic Economy fares be inhibited from displaying in Sabre?

You will need to contact your Sabre Helpdesk and they will share the requirements to inhibit Basic Economy fares from viewership.

13- Can a travel agency or corporate account elect to inhibit Basic Economy fares from displaying in their online booking tool?

Concur  
- Sabre Branded Fares: Concur has a rule in Travel Policy Administration to “show but do not allow”. Basic Economy fares. Although the Basic Economy fares or the lowest available fare will still be shown, the user will be unable to book the fare.  
- Travelport - Apollo, Galileo and Worldspan, a setting in Company Configuration allows the customer to inhibit Basic Economy fares from search results. Look for “Exclude Unbundled Economy Fares” (shown below).

- The same inhibit is unavailable to Amadeus subscribers.

GetThere  
- GetThere functionality is unable to suppress Basic Economy fares. Only the GDS provider can suppress the fares from being shown. We suggest contacting the GetThere technical support desk for guidance.

14- Is it possible for a customer to ‘upsell’ and exchange their ticket to a non-Basic Economy fare?

No changes to Basic Economy fares are allowed once ticketed.

15- Is it possible for a customer to exchange their ticket from a published fare to a lower Basic Economy fare?

No published fares can be exchanged to purchase the lower Basic Economy fare once ticketed.
Other Miscellaneous

16- Will Basic Economy fares be available when booking group movements?
   Yes, Basic Economy fares will be available when bookings groups of 10 passengers or more. Please
   contact our Group and Meeting Travel department for more information on group booking
   procedures.

17- Will customers ticketed on Basic Economy fares be eligible for any type of upgrade?
   No upgrades, regardless of their elite status, are allowed when ticketed on Basic Economy fares.

18- Will customers ticketed on Basic Economy fares be eligible to purchase Same Day Flight
    Change and/or request flying standby on the same day as travel?
   No Same Day Flight Change or Same Day Standby offerings are available to customers ticketed on
   Basic Economy fares, regardless of their elite status.

19- When customers traveling on Basic Economy fares cancel their itinerary prior to flight
    departure, can they exchange their ticket towards the purchase of another fare for future
    travel?
   No exchanges or refunds are allowed on Basic Economy fares.

Schedule Change / Schedule Irregularity (IROPs)

20- Are schedule change rebooking procedures the same when purchasing a Basic Economy
    fare as a non-Basic Economy fare?
   Schedule change rebooking procedures for Basic Economy fares are more restrictive than other
   published fares. Please review Agency Reference guidelines for more information.

21- Are you required to rebook B inventory when booking new flights for customers impacted by
    a schedule change and ticketed on a Basic Economy fare?
   Basic Economy schedule change procedures require customers to be re-booked in B inventory only.
   Please review Agency Reference guidelines for more information.
22. What policies are followed for re-accommodating customers who are traveling on Basic Economy fares and impacted by unplanned event such as Schedule Irregularity/IROPS?

Customers are required to be rebooked in “B” inventory. When B is unavailable, rebook in next lowest available inventory in the main cabin.

<table>
<thead>
<tr>
<th>AAdvantage Status</th>
<th>Inventory</th>
<th>AA Prime Flights</th>
<th>Codeshare Partners</th>
<th>Joint Business Partners</th>
<th>oneworld Carriers</th>
<th>Other Airlines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elite Members</td>
<td>B or lowest available inventory, same cabin</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-Elite Members</td>
<td>B or lowest available inventory, same cabin</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

**Seats and Boarding Priority**

23. Are customers traveling on Basic Economy fares required to pay for the seat?

Basic Economy seat selections are only available 48 hours prior to departure and require a fee payment. Customers may choose to purchase a specific seat or elect to be assigned a free random seat upon check-in.

24. Can a customer ticketed on a Basic Economy fare purchase a seat assignment more than 48 hours prior to departure?

Seat purchases on these fares are only available within 48 hours prior to flight departure.

25. Will customers have a choice of seating during check-in via aa.com, airport kiosk, or ticket counter, if they choose not to purchase a seat?

Customers who choose not to purchase a seat will randomly be assigned a seat based on availability. When no seats are available for assignment, customers will be placed on the airport priority list and assigned a seat at the boarding gate.

26. What happens when the only seats remaining to assign are designated as Main Cabin Extra or Preferred seats? Will customers ticketed on Basic Economy fares be asked to make payment?

Customers ticketed on Basic Economy fares without a seat assignment will be assigned a seat for free, even if the only remaining seats are Main Cabin Extra or Preferred.

27. Will elite status customers traveling on Basic Economy fares receive complimentary access to Main Cabin Extra or Preferred seats similar to when ticketing a published fare?

Elite customers ticketed on Basic Economy fares and requesting a Main Cabin Extra or Preferred seat assignment will be required to make payment for the seat selected.
28- Will elite status customer and/or Premium Credit Card (PCC) members ticketed on Basic Economy fares continue to receive priority boarding similar to when purchasing published fares?
   Elite status and eligible Premium Credit Card members will continue to receive priority boarding as a membership benefit.

29- Will customers ticketed on Basic Economy fares and selecting a Main Cabin Extra or Preferred seat still receive the benefit of priority boarding?
   Customers ticketed on Basic Economy fares and purchasing paid seats receive no priority boarding benefits similar to customers ticketed on other fares who purchase paid seats.
   • Elite status customers and Premium Credit Card (PCC) members will continue to receive priority boarding as a membership benefit.

30- Will unaccompanied minors (UMNRs) traveling on a Basic Economy fare be allowed to request seat assignments outside of 48 hours of flight departure?
   Unaccompanied Minors (UMNR) are always allowed to request seat assignments outside of 48 hours of flight departure. Please contact American Reservations for assistance.

31- Is it possible for a customer ticketed on Basic Economy without a seat assignment to be accommodated by the boarding gate agent to the premium cabin when no other main cabin seat is available?
   No seat assignments regardless of their elite status will be protected in premium cabin.

Updated: March 6, 2017