



South America - Temporary Suspension of Service - Schedule Change

Issued: March 16, 2020

American Airlines is offering protection for our ticketed customers who may be impacted by the suspension of service between South America and the U.S. for travel from March 16, 2020 and beyond.

Please be guided by the following:

Affected Airports	AA (001) Tickets Agency Procedures for Service Between South America and the U.S. All Fares Published/Private/Leisure																
<p>All airports affected by Discontinuation of Service from the following countries:</p> <ul style="list-style-type: none"> • Argentina • Brazil • Chile • Colombia • Ecuador • Guyana • Peru 	<p>The following guidelines apply:</p> <p>Protection Options:</p> <ul style="list-style-type: none"> • AA*/BA • BA Prime <ul style="list-style-type: none"> ○ BA may be booked via BR/PE/MX/Carib through March 22, 2020 • G3 Prime <ul style="list-style-type: none"> ○ See guidelines for booking inventories <p>Note: Must confirm that you have received a record locator or OSI acknowledgement from the other carrier</p> <table border="1" data-bbox="540 1131 1776 2312"> <thead> <tr> <th colspan="2">Special Travel Exceptions Considerations</th> </tr> </thead> <tbody> <tr> <td>Ticketed On/Before:</td> <td>March 16, 2020</td> </tr> <tr> <td>Effective for Ticketed Travel Dates On/After:</td> <td>March 16, 2020 and beyond</td> </tr> <tr> <td>Reissue Ticket On/Before:</td> <td>Same day as flight rebooking and within Ticket Validity* *Ticket Validity extensions are available through your Sales Support Team</td> </tr> <tr> <td>Inventory Requirements for</td> <td> Book same RBD as originally ticketed or next lowest available RBD, same cabin up to and including H inventory for main cabin <ul style="list-style-type: none"> • AA*/BA • BA Prime • G3 Prime Book in O inventory. If O is not available may book B, N, U, A inventories in that order. <ul style="list-style-type: none"> • G3 Prime <ul style="list-style-type: none"> ○ Local traffic within South America only <p>Basic Economy ticketed fares: Short-haul - B inventory only. AA* - original ticketed inventory or lowest available up to and including H.</p> </td> </tr> <tr> <td>Change to Origin/Destination:</td> <td>Not allowed</td> </tr> <tr> <td>Refund:</td> <td>Allowed Refer to Refund</td> </tr> <tr> <td>Phone Field:</td> <td>Ensure the customer's telephone contact number is updated</td> </tr> </tbody> </table>	Special Travel Exceptions Considerations		Ticketed On/Before:	March 16, 2020	Effective for Ticketed Travel Dates On/After:	March 16, 2020 and beyond	Reissue Ticket On/Before:	Same day as flight rebooking and within Ticket Validity* *Ticket Validity extensions are available through your Sales Support Team	Inventory Requirements for	Book same RBD as originally ticketed or next lowest available RBD, same cabin up to and including H inventory for main cabin <ul style="list-style-type: none"> • AA*/BA • BA Prime • G3 Prime Book in O inventory. If O is not available may book B, N, U, A inventories in that order. <ul style="list-style-type: none"> • G3 Prime <ul style="list-style-type: none"> ○ Local traffic within South America only <p>Basic Economy ticketed fares: Short-haul - B inventory only. AA* - original ticketed inventory or lowest available up to and including H.</p>	Change to Origin/Destination:	Not allowed	Refund:	Allowed Refer to Refund	Phone Field:	Ensure the customer's telephone contact number is updated
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This information can also be found on SalesLink by viewing: [Latest Communication Updates](#)

As always, we appreciate your continued business!

Sincerely, *Agency Relations*
American Airlines Global Sales