

Customer Service Plan

CommuteAir/United Express

CommuteAir operates flights as United Express for our partner United Airlines. We intend to work with our partner to provide a seamless customer experience featuring excellent customer service. We are also committed to fully complying with the Department of Transportation (DOT) requirements concerning certain customer protections by:

Advise About the Lowest Fare Available

Fares for CommuteAir flights are established by our partner United Airlines. United Airlines has committed to advising customers on its website, at its ticket counters and city ticket offices, or when customers call the United Customer Contact Center to inquire about a fare or reservation that the lowest published fare United Airlines offers may be available through another of its sales channels.

For information on United and/or United Express fares:
Call 800-864-8331, or see Section 1 of [United's Customer Commitment](#).

Notifying Customers of Known Delays, Cancellations, and Diversions

CommuteAir is committed to providing full and timely information about the status of delayed, canceled, or diverted flights. Our flight crews are determined to provide consistent, timely updates on the status of flights, and the circumstances surrounding flight delays.

For information on United and/or United Express fares:
Call 800-864-8331, or see Section 1 of [United's Customer Commitment](#).

Delivering Passenger Baggage on Time

CommuteAir will make every reasonable effort to ensure that our passengers receive their baggage when they arrive at their final destination and will make every reasonable effort to return mishandled baggage within twenty-four hours. In the event of a delay in baggage delivery, passengers who are eligible for compensation will be reimbursed for reasonable expenses (e.g., toiletry items and essentials) for the duration of time they are without their baggage.

To track delayed baggage and for information relating to United delayed baggage compensation, go to United Airlines Baggage Information <https://www.united.com/web/en-US/content/travel/baggage/default.aspx>.

For United and/or United Express baggage delivery commitments, see Section 3 of [United's Customer Commitment](#).

Allowing Reservations to be Canceled without Penalty for an Amount of Time, as Defined by our Business Partner

CommuteAir operates flights on behalf of United Airlines and all ticketing and refunds for CommuteAir flights are processed through, and controlled by our partner, United Airlines. Please contact the number below for specific fare information and rules that may apply.

For United and/or United Express ticketing information:
Call 800-864-8331, or see Section 4 of [United's Customer Commitment](#).

Providing Prompt Ticket Refunds

As noted, all ticketing and refunds for CommuteAir are processed through and controlled by our airline partner, United Airlines.

For United and/or United Express ticketing information:
Call 800-864-8331, or see Section 4 of [United's Customer Commitment](#).

Properly Accommodating our Customers Who Have Special Needs with the Level of Attention, Respect, and Care They Deserve, Including Persons with Disabilities

CommuteAir will make every effort to comply with all provisions of the Air Carrier Access Act and the regulations adopted thereunder (14 CFR Part 382). We conduct extensive training with our customer contact employees to ensure that passengers with special needs are properly accommodated, including during lengthy tarmac delays. In addition, CommuteAir designates Complaint Resolution Officials to ensure the rights of our customers with disabilities are protected.

For United and/or United Express flights, see Section 6 of [United's Customer Commitment](#) for additional information pertaining to customers with disabilities and unaccompanied minors.

Meeting our Customers' Essential Needs During Lengthy Tarmac Delays

At CommuteAir, we seek to provide our customers with reliable transportation. However, there are times when weather, air traffic congestion, or other factors beyond our control impact our operations. During these times, we will do everything possible to minimize delays as stated in our Tarmac Delay Contingency Plan (see below):

- [Our LTD policy](#)
- [United Airlines Tarmac Delay Plan](#)

Treating Passengers Who are Involuntarily Denied Boarding (Due to Oversales) Consistently and Fairly, within the DOT Requirements and According to the Policies and Procedures of our Business Partner

Upon request, we will advise you if a flight is oversold and provide our policies and procedures for involuntary denied boarding. If you are denied boarding, you will be booked on the next available flight to your original destination and compensated in accordance with DOT regulations.

For policies regarding United and/or United Express flights, see Section 8 of [*United's Customer Commitment*](#).

Disclosing Travel Itinerary, Cancellations, Frequent Flyer Rules and Aircraft Seating Configurations and Lavatory Availability

For United and/or United Express flights, [*Travel Itinerary*](#), [*Cancellations*](#), [*Frequent Flyer Rules*](#), [*Aircraft Configuration*](#).

Notifying Consumers in a Timely Manner of Changes in Their Travel Itineraries

Our partner, United Airlines, has committed to providing customers with timely information about changes to your travel itinerary. For additional information please see Section 10 of [*United's Customer Commitment*](#).

Ensuring Responsiveness to Customer Complaints

Feedback is critical to help us improve our customer experience. When customers have questions, complaints, or concerns, we will respond promptly. CommuteAir will acknowledge written consumer complaints sent to our Customer Relations department within 30 days of receipt and provide a substantive response to each such complainant within 60 days of receiving the complaint. You may write to the United Airlines Customer Care department or the CommuteAir Customer Relations department at the following addresses:

For United Airlines:

Customer Care
United Airlines, Inc.
900Grand Plaza Drive NHCCR
Houston, TX 77067-4323
or visit: <https://www.united.com/web/en-US/content/Contact/customer/default.aspx>

For CommuteAir:

CommuteAir
c/o Customer Relations
24950 Country Club Blvd. Suite 200
North Olmsted, Ohio 44070

In The Event of a Canceled or Misconnected Flight, CommuteAir is Committed to Doing Everything Possible to Reduce the Impact and Inconveniences for our Customers

At CommuteAir, we train and expect our people to do everything possible to minimize inconveniences when flight schedules are interrupted. We commit to doing our best to keep you informed about the status of your flight when there is an operational irregularity.

For United and/or United Express flights contact reservations assistance or see Section 12 of [United's Customer Commitment](#). 1-800-UNITED-1 (1-800-864-8331)