



A BETTER WAY TO FLY.

2012 Benefits Guide



AmericanAirlines[®]

AAdvantage Platinum[®]



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For your convenience, the following resources are available online:

- Visit [aa.com/aadvantageplatinum](https://www.aa.com/aadvantageplatinum) for your latest elite benefits guide
- Visit [aa.com/elitebenefits](https://www.aa.com/elitebenefits) for a quick comparison of benefits across elite levels
- Visit [aa.com/platinumoffers](https://www.aa.com/platinumoffers) for special offers

ELEVATING YOUR FLYING EXPERIENCE.

We're pleased to welcome you as an AAdvantage Platinum® (oneworld® Sapphire) member and to include you in a very distinguished group of travelers. We appreciate your loyalty and invite you to enjoy the following member benefits.

Complimentary and 500-Mile Upgrades

As an AAdvantage Platinum member, you may request unlimited complimentary upgrades for yourself and one companion when you are both traveling on full-fare Economy Class tickets (fares beginning with Y or B, excluding military/government fares) on eligible* American Airlines and American Eagle® flights. If you are traveling on a discounted fare, you may upgrade using 500-Mile Upgrades, each of which is valid for up to 500 miles of travel. Each flight segment requires at least one upgrade.

*Upgrades are subject to capacity controls and seating limitations, and are valid for travel within and between the 50 United States, Canada, Mexico, the Caribbean, The Bahamas, and Bermuda, and between the U.S. and Central America.

See page 10 for complete upgrade terms and conditions.

Requesting an Upgrade

Simply request an upgrade when you book a reservation. Then at 72 hours prior to departure, we will automatically confirm your upgrade if seating is available. If you have not received confirmation of your upgrade via email or voice message as of the time of check-in, you will be given the opportunity to be added to the airport upgrade standby list while checking in for your flight on AA.com*, at the airport Self-Service machine, or with an airport agent. As an AAdvantage Platinum member, you have upgrade priority at the gate over all other AAdvantage® members (except AAdvantage Executive Platinum® members) for any flight on which you are a confirmed passenger. Within each elite level, full-fare Economy Class tickets booked in Y or B are confirmed first, followed by all other fares, in the order in which the upgrade request was received.

*Note: In order to be added to the airport upgrade standby list via AA.com, you will need to have the required number of upgrades in your account at check-in.

Earned Upgrades

We will credit your account with four 500-Mile Upgrades for every 10,000 qualifying base miles you earn on American Airlines, American Eagle, the AmericanConnection® carrier, all **oneworld**® member airlines and Alaska Airlines. For a complete listing of all eligible airline participants, see page 10.

Purchased Upgrades

It's easy to purchase additional 500-Mile Upgrades using cash, major credit cards or AAdvantage® miles at most American Airlines ticketing and Admirals Club® locations (club members only) or via the AAdvantage Platinum Service Desk. You will enjoy a discounted price when you purchase upgrades online at AA.com or at the Self-Service Check-In machine (during check-in). For up-to-date pricing information, visit aa.com/500mileupgrades.

You can keep up with your upgrade balance on AA.com. Simply login, go to My Account and select the View Upgrades tab.

AAdvantage Platinum Service Desk Access

Our representatives can provide you with the specialized services you require as an AAdvantage elite member. For reservations, upgrade purchases and requests, award claims, AAdvantage account inquiries and customer service, call the AAdvantage Platinum Service Desk at **1-800-843-3000**. Outside of the continental U.S., Canada, Puerto Rico, Guam, Saipan or the U.S. Virgin Islands, contact your local American Airlines reservations office. Or you can access the U.S.-based service desk from many global locations. For detailed dialing instructions, visit usa.att.com/traveler (long distance charges apply).



Iguazu Falls, Argentina

MAKING YOU OUR PRIORITY.

Enjoy fast check-in, priority boarding and a soft place to land between flights.

PriorityAAccess Check-In and Exclusive Security Screening Lanes

Your AAdvantage Platinum® (**oneworld** SapphireSM) status helps you bypass lines at the airport since you may check in at any Business Class check-in position, regardless of the class of service in which you are traveling on American Airlines, any **oneworld**® member airline or on Alaska Airlines*. In airports without Business Class check-in, you may use First Class check-in. We also invite you to use our exclusive security screening lanes at select airports. Simply look for the PriorityAAccessSM signs to locate dedicated check-in counters and security screening areas at airports around our system. You are also invited to use express security lanes at select airports when traveling on Alaska Airlines.

*For travel on Alaska Airlines, you may use First Class or MVP Check-In counters.

PriorityAAccess Boarding

You will be among the first to be invited to board and may use our PriorityAAccess boarding lanes to do so. We will begin by inviting First Class or Business Class passengers onboard along with AAdvantage Executive Platinum® members, followed by AAdvantage Platinum members, and then all other PriorityAAccess customers. Should you arrive at the gate after PriorityAAccess customers have been called, you may bypass any lines and enjoy the convenience of boarding at your leisure via the dedicated PriorityAccess boarding lane. Just show your boarding pass and you'll be on your way. Priority boarding is also offered on all **oneworld** carriers and Alaska Airlines.

Priority Baggage Delivery

As an AAdvantage Platinum member, your checked bags will be among the first to arrive in the claim area when traveling on American Airlines, American Eagle® or AmericanConnection® flights systemwide.

Waived Checked Baggage Charges

You may check two bags free of charge (within current size and weight limits) when traveling on American Airlines or Alaska Airlines. In addition, customers flying on the same reservation with you are also exempt from these checked baggage charges (does not apply to reservations for groups of 10 or more).



Waived AAdvantage Award Charges

You are exempt from award processing charges for travel ticketed within 21 days of departure when using miles from your AAdvantage account.

Preferred Plus Seats and Preferred Seats

Because we know most AAdvantage Platinum[®] (**oneworld**[®] Sapphire) members prefer aisle or window seats near the front of the cabin when traveling in Economy Class, we set aside a number of these seats on every flight. It's easy to identify them on the AA.com[®] seat map where they are designated as "Preferred Plus Seats." You may request Preferred Plus Seats when you make your reservation. As an elite-status member, you also have complimentary access to Preferred Seats, which will be available for purchase 331 days prior to departure by most other customers. Preferred seating is also offered on **oneworld**[®] carriers according to the rules of their programs, as well as Alaska Airlines.

Minimum Mileage Guarantee

As an elite-status member, you will earn a minimum of 500 AAdvantage[®] miles per flight segment on applicable routes. For complete details, please see page 10.

100% Mileage Bonus

Your miles add up twice as fast because you'll receive a 100% mileage bonus on the base (or guaranteed minimum) miles for eligible flights on American Airlines, American Eagle, the AmericanConnection[®] carrier and select airline participants, including most **oneworld**[®] member airlines. For complete details, please visit aa.com/elitestatusbonus.

Discounted Rate on Admirals Club Membership

You'll receive a special discounted price on an Admirals Club[®] membership. As a club member, you can enjoy a tranquil atmosphere for business or pleasure before, after or in-between flights. Club members enjoy complimentary snacks and beverages, private bars that now offer complimentary alcoholic beverages*, workstations, computers with Internet access, complimentary Wi-Fi, conference rooms, and more. For details, visit aa.com/admiralsclub or call **1-800-237-7971** from the continental U.S., Canada or Puerto Rico.

*Some restrictions apply.

WORLD-CLASS SERVICE WORLDWIDE.

Get preferred service wherever you travel.

oneworld Alliance

The **oneworld**[®] alliance brings together twelve of the world's best airlines, offering services and benefits beyond those that can be offered by a single airline, serving more than 750 destinations in nearly 150 countries around the world. As an AAdvantage Platinum[®] member, you'll enjoy **oneworld** Sapphire status, which is recognized by all twelve **oneworld** member airlines and over twenty affiliate airlines:



American Airlines[™]

BRITISH AIRWAYS

CATHAY PACIFIC

FINNAIR

IBERIA

JAL
JAPAN AIRLINES

LAN

MALEV

MEXICANA

QANTAS

ROYAL JORDANIAN

S7 AIRLINES

Benefits of **oneworld** Sapphire status include access on the day of travel to the lounges[^] of all **oneworld** airlines when you are traveling internationally,* as long as your continuing flight is marketed and operated by a **oneworld** airline. You're also entitled to priority check-in, preferred boarding and seating, and priority standby and waitlisting when traveling on these airlines. Additionally, miles earned on all **oneworld** airlines are elite qualifying. For the most up-to-date information about **oneworld** services and benefits and a full listing of affiliate airlines, please visit aa.com/oneworld.

[^]Excludes First Class lounges

*Lounge access is not available when travel is wholly within the U.S., Canada, Mexico (except Mexico City), Bermuda, The Bahamas and the Caribbean.

Shanghai, China



KEEP FLYING HIGH.

Extend your high-flying status for another year.

Requalifying for Next Year

To requalify for AAdvantage Platinum® status, simply fly 60 elite-qualifying segments or earn 50,000 qualifying miles or points during the calendar year. Check your progress toward reaching elite status on AA.com. Simply login to AA.com and go to My Account.

Qualifying activity includes the flight miles/points/segments you earn on eligible tickets on American Airlines, American Eagle, the AmericanConnection® carrier, all oneworld® member airlines and Alaska Airlines. Qualifying miles include the minimum mileage guarantee, where applicable, for AAdvantage® elite-status members. Qualifying miles do not include any class-of-service bonus miles, other participant miles or any other AAdvantage bonus miles.

For more information and a complete list of eligible fare classes and equivalent elite-status-qualifying points earned on AAdvantage participating airlines and oneworld member airlines, visit aa.com/airlineparticipants.



Move up to AAdvantage Executive Platinum Status for Additional Program Benefits

Fly 100 elite-qualifying segments or earn 100,000 elite-qualifying miles or points during the calendar year and you'll reach AAdvantage Executive Platinum® (oneworld® Emerald) status. At this level, you'll enjoy all the perks and rewards you now enjoy, along with:

- Eight one-way Systemwide Upgrades
- Unlimited complimentary upgrades when traveling on any purchased, published fare* and a 100-hour upgrade window
- Waived change and reinstatement charges for AAdvantage® award tickets
- Expanded MileSAver® award availability on American Airlines, American Eagle and the AmericanConnection® carrier
- Guaranteed Economy Class seating on sold-out American Airlines, American Eagle® and AmericanConnection flights (with 24 hour advance notice)
- Enhanced benefits when traveling on all oneworld member airlines

For complete details, visit aa.com/elitebenefits.

*Valid for travel on American Airlines or American Eagle flights within and between the 50 United States, Canada, Mexico, the Caribbean, The Bahamas, and Bermuda, and between the U.S. and Central America.



Chamonix, France

Program Rules

Membership Year

The current AAdvantage Platinum® membership year is March 1, 2012, or the date of your 2012 AAdvantage Platinum membership qualification, through February 28, 2013.

Qualification Year

The current AAdvantage Platinum qualification year is January 1 through December 31, 2012.

Minimum Mileage Guarantee

American Airlines, American Eagle, the AmericanConnection® carrier and many AAdvantage® participant airlines have a minimum mileage guarantee of 500 miles when you fly on eligible fares. Exceptions: AA codeshare service on Hawaiian Airlines flights within Hawaii earn 250 miles per segment provided tickets show an AA flight number. For information regarding exceptions on other elite-qualifying carriers, visit aa.com/airlineparticipants.

Elite-Qualifying Airline Participants

Qualifying points/miles/segments are earned for eligible flights on American Airlines, American Eagle, the AmericanConnection carrier, the oneworld member airlines (British Airways, Cathay Pacific Airways, Finnair, Iberia, Japan Airlines, LAN, Malév Hungarian Airlines, Mexicana, Qantas Airways, Royal Jordanian Airlines, and S7 Airlines, as well as all oneworld affiliate airlines.*), and Alaska Airlines. For points/miles/segments to count toward elite-member status, at least four eligible segments must be flown each calendar year on American Airlines, American Eagle or the AmericanConnection carrier.

*For a full list of elite-qualifying oneworld affiliate airlines, visit aa.com/oneworld.

Complimentary and 500-Mile Upgrade Terms and Conditions

- Complimentary upgrades are applicable for AAdvantage Platinum members traveling on purchased, published fares booked in Y or B, excluding military/government fares. You may also request a complimentary upgrade for one companion on the same flight, also traveling on a purchased, published fare booked in Y or B, excluding military/government fares
- Upgrades may be used on American Airlines or American Eagle marketed and operated flights offering a First Class or Business Class cabin for travel within and between the 50 United States, Canada, Mexico, the Caribbean, The Bahamas, and Bermuda, and between the U.S. and Central America
- Upgrades are subject to capacity controls and seating limitations
- Each 500-Mile Upgrade is valid for up to 500 miles of travel. Each flight segment requires at least one upgrade
- Upgrades are valid from Economy Class to the next class of service
- Upgrade inventory is subject to seating limitations and capacity controls
- It is necessary to include your AAdvantage number on reservations for any flight on which a member wishes to use AAdvantage elite-status benefits, including upgrades
- Upgrade reservations may be confirmed, if upgrade seating is available, no earlier than 72 hours prior to the scheduled departure time of the flight. If a confirmed upgrade is not available, you will automatically be given the opportunity to be added to the airport upgrade standby list while checking in for your flight on AA.com, at the airport Self-Service machine or with an airport agent. In order to be added to the airport upgrade standby list, you will need to have the required number of upgrades in your account at the time of check-in
- Upgrades may be used for yourself and one travel companion in conjunction with purchased, published Economy Class fare tickets, and are not valid for use with an AAdvantage travel award, any free ticket or opaque fares

- You may secure an upgrade for one travel companion per flight segment and confirm the upgrade no earlier than 72 hours prior to the scheduled departure time of the flight, if upgrade seating is available. Your companion must check in and travel with you on the same flight. If the companion does not qualify for a complimentary upgrade, please check in with an agent to have the appropriate number of 500-Mile Upgrades deducted from your account
- For any flight on which you are a confirmed passenger, standby priority at the airport will be AAdvantage Executive Platinum® members first, followed by AAdvantage Platinum® members, AAdvantage Gold® members, then other AAdvantage® members. Within each elite level, full-fare Economy Class tickets booked in Y or B are confirmed first, followed by all other fares, in the order in which the upgrade request was received.
- Boarding passes must be issued by an airline representative, subject to applicable seat availability and operational restrictions, and upon verification of the required number of upgrades in your account. The appropriate number of upgrades will be deducted from your account at the time of travel
- AAdvantage mileage will accrue for the class of service on which your fare is based when you are ticketed, not for the class of service flown
- Upgrades will not be refunded, exchanged or transferred
- Upgrades are void if sold for cash or other consideration
- Purchased upgrade prices are subject to change without notice
- Upgrades purchased through American Airlines Reservations or outside of check-in on AA.com require a minimum of 2 hours processing time to be deposited into your upgrade account
- 500-Mile Upgrades are non-transferable and cannot be used by anyone other than the member, except for a travel companion who is traveling on the same flight as the member
- In the event of a flight cancellation or off-schedule operation, American Airlines or American Eagle will attempt to honor your upgrade on another of its flights. If you are accommodated on another carrier, it will be in the same class of service as purchased on your ticket
- American Airlines reserves the right to eliminate or restrict the use of upgrades on certain flights and to make other such changes at any time without notice. Use of upgrades to any future American Airlines destination is subject to approval.

American reserves the right to change AAdvantage program rules, regulations, travel awards and offers at any time without notice, including the right to, among other things, (1) modify or cancel any award or offer, (2) change program benefits, mileage levels or rules related to mileage credits or travel awards, or (3) add embargo dates, limit award travel seat availability, or otherwise restrict travel awards or offers. American may make these changes even if use of accumulated mileage credits or awards is affected. **oneworld** services and benefits are subject to change without notice and are available only on flights that are both marketed and operated by a **oneworld** airline. The accumulation of mileage credits does not entitle members to any vested rights. American further reserves the right to end the AAdvantage program upon six months notice. AAdvantage travel awards, mileage accrual and special offers are subject to government regulations. American is not responsible for products or services offered by other participating companies. For complete AAdvantage program details visit aa.com/aadvantage.

American Airlines, American Eagle, AmericanConnection, AAdvantage, AAdvantage Executive Platinum, AAdvantage Platinum, AAdvantage Gold, AA.com, MileSAver and Admirals Club are marks of American Airlines, Inc. **oneworld** is a mark of **oneworld** Alliance, LLC. American Eagle and AmericanConnection carrier are regional airlines associated with American Airlines Inc. American Eagle service is operated by American Eagle Airlines, Inc., or Executive Airlines, Inc., each of which is a wholly owned subsidiary of American Airlines parent company. AmericanConnection service is operated by Chautauqua Airlines, Inc., which is an unaffiliated independent contractor. All other marks referenced are marks of their respective companies.



**THANK YOU
FOR
FLYING
WITH US.**



For your convenience, the following resources are available online:

- Visit aa.com/aadvantageplatinum for your latest elite benefits guide
- Visit aa.com/elitebenefits for a quick comparison of benefits across elite levels
- Visit aa.com/platinumoffers for special offers