

## Fare Class Realignment – FAQ

**Q: If US Airways is transitioning from First Class to Business Class on international short-haul routes (US to/from Mexico, Canada, Central America and the Caribbean) will there be any changes to the product?**

- The completion of our fare class realignment only impacts fare class mapping, there is no change to the product.

**Q: How will the schedule changes be implemented?**

- Fare class changes will be completed on January 17, 2015. PNRs requiring a fare class change will be rebooked through regular Schedule Change Reaccommodation, i.e., for classes changing cabins and classes with product changes.
- No other changes will be made to flight schedules during the January 17, 2015, Schedule Change, i.e. no flight number changes, no time changes and no schedule changes.

**Q: What will happen with tickets issued before January 16, 2015?**

- The Adjust Process in SHARES will handle the tickets, keeping the e-ticket and PNR in synch.

**Q: Will tickets need to be reissued?**

- No, reservations ticketed before January 16, 2015, will remain unaffected.

**Q: Will the changes require any manual actions from agency of record?**

- Yes. Agencies will need to work their Schedule Change Notification Queue, as normal, to accept the change in class of service. No ticket reissue is required.
- If the change in class of service was not accepted in the passenger's PNR, it will not affect the online check in process or the check in process at the airport Kiosk for the passenger.

**Q: Will seat assignments be affected?**

- No. Seat assignments will remain unchanged.

**Q: How will this impact published fares and fare basis codes filed?**

- New fares will be filed with the First Travel Effective Date of February 1, 2015, reflecting the new hierarchy. Old fare hierarchy fares will have last travel of January 31, 2015.

**Q: Does the fare class realignment affect the AAdvantage® class of service bonus for travel on Business Class tickets?**

- We recently announced that the AAdvantage class of service bonus for travel on Business Class tickets on American and US Airways flights will increase from 25% to 50% starting on January 1, 2015. The increase to 50% will match what your traveler receives for First Class travel.

**Q: Will there be any changes to my contract discounts?**

- The contract addendum will only have the purpose affecting a transition of your current corporate discounts to their corresponding new fare classes. Discount levels in the corresponding fare classes will remain the same as those in your current contract.

**Q: Can the customer request a refund if this change is unacceptable?**

- No. This is only an "Inventory Code Change". There have been no changes to the schedule (flight/flight time/routing/day) for the customer not to accept. This is just a notification to the agency of the Fare Class "Alignment".

**Q: Can a customer make changes to his itinerary?**

- Yes, they are "voluntary" changes. All rules and restrictions apply.

**Updated January 14, 2015**