

AA.com Fact Sheet

AA.com Notification Center

To help customers stay connected throughout their travels, the AA.com Notification Center at www.aa.com/connect enables AAdvantage members to set up flight status notification preferences just one time to automatically receive updates on their gates, times and baggage claim via email, voicemail or text message for all their future flights. Customers can also set up notifications for friends and family and save up to 10 contacts – who can be notified with the traveler's flight information – in their AAdvantage profile. In addition, customers can still create a one-time notification for any American Airlines flight at www.aa.com/notify, even if they are not flying on that particular flight.

The AAdvantage® Program

AAdvantage members can manage their account via AA.com, with access to current mileage balances, elite status qualification, reservations, upgrade balances and account history. In addition, customers can enroll instantly in the AAdvantage program from the AA.com home page and immediately receive an AAdvantage number. AA.com also provides information on AAdvantage partnering companies and mileage earning and redemption opportunities.

Award Booking

The Award Booking feature at AA.com gives AAdvantage members the ability to redeem AAdvantage miles online for air travel. Members can book award travel online to more than 250 destinations worldwide. To book award travel log onto www.aa.com/award.

DealFindersm Downloadable Desktop Tool

DealFinder is a downloadable desktop tool offered by American Airlines which allows you to receive automatic, personalized fare alerts and other information via your computer desktop. Once you download the tool and set your travel preferences, DealFinder will alert you about deals to your favorite destinations. By creating searches for your upcoming trips, DealFinder will also show the current lowest prices and alert you when the price is at or below your target price. The application can also help you stay up to date with news, information and promotions from American Airlines. See www.aa.com/dealfinder for more details.

Frommer's Content on AA.com

AA.com now features comprehensive destination content from best-selling travel guide provider Frommer's Unlimited for more than 170 domestic and international destinations served by American and American Eagle. Frommer's destination information on AA.com includes an exclusive overview of the city, along with recommendations and details about upcoming events in the area. Select cities feature in-depth content about popular restaurants, shopping, nightlife and other attractions. To learn more, visit www.aa.com/destinations.

Mobile AA.com

Customers can do just about anything using the mobile version of AA.com that they can do using the regular site, such as booking flights; checking in for flights; checking flight updates; selecting or changing seats; viewing or changing reservations; and requesting upgrades. Customers also can get helpful information on destination cities, as well as information on programs offered by American Airlines (such as Admirals Club and AAdvantage), via the mobile site. To access the site, customers simply need to visit Mobile.AA.com on their mobile phones. See www.aa.com/mobile for more details.

Mobile Boarding

With just a web-enabled device and an active email account, customers traveling through more than 75 participating airports can get boarding passes sent right to their mobile device with American's Mobile Boarding Pass option. The Mobile Boarding process is simple. When customers check in for their flight using AA.com and choose the "Email with Mobile Option" they will receive an email with an Internet link to their boarding pass, which contains a 2-D barcode

that can be scanned both at TSA security checkpoints and at American Airlines gates. Customers can also access and store their Mobile Boarding Passes directly through any of American's mobile apps. More details, including a complete list of cities where Mobile Boarding is available, can be found at www.aa.com/mobileboarding.

Net SAAver & Special Offers

The convenient Net SAAver & Special Offers section of AA.com features a selection of low fares, the latest AAdvantage bonus mile offers and discount vacation packages, plus Net SAAver DestinationSM and Net SAAver Weekend GetawaySM fares. The section also features special promotions and sweepstakes – all available in one place, www.aa.com/netsaaver.

Spanish Booking Tool

The AA.com/español portal provides a Spanish-language booking tool – with all of the same features that are available on the English-language AA.com site. The portal also features country-specific offers and news, translated login/logout pages and confirmation emails in Spanish. Visit www.aa.com/espanol for more details.

Travel Information Center

The Travel Information Center provides news, tips and requirements for air travelers – such as baggage information – details on traveling with pets or children, information for passengers with disabilities, security/check-in suggestions and airport terminal maps. Customers can also view information about their flight, such as meal menus and special meal information, in-flight entertainment/movie titles where applicable, and details about convenient onboard communication technology. Additionally, visitors can check weather, maps and destination guides