



NEWS RELEASE

# Global technology outage

7/19/2024

Earlier this morning, a widespread technology issue with a vendor impacted multiple airlines, including American. Our teams have been working diligently to resolve the issue with the vendor and take care of our customers.

As of 5 a.m. ET, we were able to safely reestablish our operation. We expect there will be impact to our flight schedule today, including delays and cancellations.

American will notify customers whose flight plans are affected via the American Airlines app or text message. Please continue to check the American Airlines app or **aa.com** for the latest on flight statuses.

To provide additional flexibility, American issued a travel alert, allowing customers whose travel plans are affected by this issue to rebook without fees, cancel or receive a refund. Visit **aa.com/travelalerts** for details. Customers can change their flights on **aa.com** by retrieving their reservation. If a customer booked their flight through a travel agency or website other than **aa.com**, a representative from that company will be able to assist with changes.

We apologize to our customers for the inconvenience and are working quickly to resume normal operations.