

# How Do I Contact United Airlines Customer Service?

**Every United Contact Channel — Phone, Chat, App, Social Media, Airport and More — Complete Guide**

Reach United Airlines customer service right now:

**■ United Airlines Customer Service — 24/7:  
+1-844-213-7319 ■ United MileagePlus and Medallion  
Members: +1-844-213-7319 ■ International Callers —  
United: +1-844-569-1450**

Getting through to United Airlines customer service quickly can make the difference between a resolved issue and a missed flight. United offers more contact options than most airlines — phone, live chat, the Fly United app, social media, email, and airport agents. This complete guide covers every method, gives you the exact phone numbers, best times to call, what to say to reach a live person fast, and how to escalate if needed. The fastest way to reach United is by calling **+1-844-213-7319** (available 24/7).

## What Is the United Airlines Customer Service Phone Number? United

Airlines' main customer service number is +1-844-213-7319, available 24 hours a day, 7 days a week. For MileagePlus and Medallion member assistance, call +1-844-213-7319. International callers use +1-844-569-1450. These numbers connect to live agents at no charge.

- **+1-844-213-7319** — General customer service, reservations, cancellations, changes, refunds (24/7)
- **+1-844-213-7319** — MileagePlus account help, Medallion status, award tickets (24/7) • **+1-844-569-1450** — International callers, non-US passengers (24/7)
- **+1-844-213-7319** — Refunds Department (Mon-Fri 8 AM-7 PM ET)
- **+1-844-213-7319** — United Vacations — packages, hotels, car rentals
- **+1-844-213-7319** — Corporate and group travel bookings

## How Do I Speak to a Live Person at United Airlines?

To reach a live United agent quickly: call +1-844-213-7319 and when the automated system answers, say 'Agent' or press 0 repeatedly. You can also state your reason clearly — 'flight change,'

'cancellation,' or 'refund' — to be routed efficiently. Best call times: before 8 AM or after 10 PM Eastern.

The IVR at +1-844-213-7319 uses voice recognition. Saying 'Agent' immediately bypasses most of the menu. Medallion MileagePlus members are automatically routed to a priority queue when calling +1-844-213-7319 with their MileagePlus number verified.

**Step 1.** Call **+1-844-213-7319** (24/7).

**Step 2.** When the automated system greets you, say '**Agent**' clearly or press **0** twice. **Step 3.**

If prompted for your reason, state it: 'flight change,' 'cancellation,' 'baggage,' or 'refund.'

**Step 4.** You are placed in the live agent queue. Average wait: 5-15 minutes peak hours, under 5 minutes before 8 AM ET.

**Step 5.** When connected, have your PNR (6-character confirmation code) and MileagePlus number ready.

■ **Speak to a Live United Agent — Call Now: +1-844-213-7319**

## How Do I Contact United Airlines by Chat?

United offers live chat through the Fly United mobile app and at United.com. Open the app, tap the chat bubble icon, and select 'Chat with Us.' Chat agents are available during business hours. For urgent issues outside chat hours, call +1-844-213-7319.

The Fly United app chat connects you with a virtual assistant first, which handles simple queries instantly. For complex issues — rebooking, refunds, name changes — it escalates to a live agent. Chat response times vary from immediate to 20-30 minutes during disruptions. For same-day urgent issues, calling +1-844-213-7319 is always faster than chat.

## How Do I Contact United Airlines on Social Media?

United is active on Twitter/X at @United and Facebook at facebook.com/United. Send a direct message on Twitter/X @United — response times are typically 30-90 minutes and agents can access your booking. For urgent issues, call +1-844-213-7319.

United's social media team is a legitimate customer service channel. Agents on Twitter/X @United can pull up your reservation, make changes, and escalate to specialized teams. This channel works best for non-urgent issues like feedback and follow-ups. For same-day travel, cancellations, or refunds, calling +1-844-213-7319 or +1-844-569-1450 (international) is always faster.

**What Is the Best Time to Call United Airlines Customer Service?** The best times to call United at +1-844-213-7319 are before 8 AM Eastern and after 10 PM Eastern on

weekdays. Tuesday and Wednesday mornings have the lowest call volume. Avoid Sunday evenings, Friday afternoons, and during active weather events — wait times spike significantly during those periods.

- **Best time (shortest wait):** Weekdays 5 AM-8 AM Eastern — typically under 5 minutes.
- **Good time:** Weekdays 10 PM-midnight Eastern — low volume, experienced overnight agents.
- **Moderate wait:** Tuesday and Wednesday 9 AM-noon Eastern.
- **Busiest / longest waits:** Sunday 4-8 PM, Friday 2-6 PM, Monday mornings, and during any major weather event.
- **Pro tip:** Use United's callback option during long waits — United calls you back when an agent is available.

## How Do I Email United Airlines Customer Service?

United does not offer a direct customer service email for general inquiries. Instead, submit written feedback or complaints at [United.com/feedback](https://www.united.com/feedback). Responses arrive within 5-7 business days via email. For urgent issues, call +1-844-213-7319.

United's online feedback form is the official written channel for non-urgent issues. Include your PNR, flight number, date of travel, and a clear description of the issue. If you need a written response for documentation purposes — insurance, reimbursement — the feedback form is the most appropriate channel since calls do not generate written documentation automatically.

**United Customer Service — Available 24/7: +1-844-213-7319**

## How Do I Contact United Airlines at the Airport?

At the airport, contact United through ticket counter agents, gate agents, or baggage service offices. United staff handle rebooking, seat upgrades, checked bag issues, and same-day changes in person. For urgent pre-airport help, call +1-844-213-7319.

Airport agents have the same system access as phone agents and often resolve same-day issues faster. For rebooking during a cancellation or major delay, go directly to the gate agent or a United Sky Club (if you have access). Avoid the general ticket counter queue during disruptions — gate agent queues are typically shorter.

## Does United Airlines Have a 24-Hour Customer Service Number? Yes.

United's main number +1-844-213-7319 is available 24 hours a day, 7 days a week, 365 days a year. The MileagePlus line +1-844-213-7319 is also 24/7. International callers use +1-844-569-1450. There is no time when these lines are closed.

United operates a true 24/7 contact center. Overnight agents handle the same issues as daytime agents: reservations, changes, cancellations, refunds, and MileagePlus questions. Overnight calls typically have the shortest wait times. Calling at 5 AM Eastern often means reaching an experienced agent within minutes.

## How Do I Contact United Airlines for a Refund?

For a United refund, call the dedicated Refunds Department at +1-844-213-7319 (Mon-Fri 8 AM-7 PM ET) or the general line at +1-844-213-7319 (24/7). You can also submit a refund request online at [United.com/refund](https://www.united.com/refund). For United-cancelled flights, always request a cash refund explicitly.

The Refunds Department at +1-844-213-7319 is staffed by specialists who process refund requests faster than the general line. Call them directly for cash refund requests after United cancelled your flight, refund status inquiries, eCredit-to-cash conversion, and disputed refund amounts. International callers seeking refunds: +1-844-569-1450.

## How Do I File a Complaint with United Airlines?

File a complaint at [United.com/feedback](https://www.united.com/feedback) or by calling +1-844-213-7319 and asking to file a formal complaint. For unresolved complaints, escalate to the U.S. DOT at [airconsumer.dot.gov](https://www.airconsumer.dot.gov). Keep your PNR and case reference number for all follow-ups.

**Step 1.** Call **+1-844-213-7319** or go to **United.com/feedback**.

**Step 2.** Select the complaint category that best matches your issue (delay, baggage, refund, etc.).

**Step 3.** Provide your PNR, flight number, date of travel, and a clear description of the issue. **Step**

**4.** Submit and record your **case reference number** for all follow-up calls. **Step 5.** Allow 5-7 business days for an initial response. Ask to escalate if unresolved.

**Step 6.** If United's response is unsatisfactory, file with the **DOT at [airconsumer.dot.gov](https://www.airconsumer.dot.gov)** — airlines must respond within 60 days.

## How Do I Contact United Airlines for Baggage Issues?

For lost, delayed, or damaged baggage, report it immediately at the United baggage service office in arrivals before leaving the airport. File a claim at [United.com/baggage](https://www.united.com/baggage) or call +1-844-213-7319. Keep your baggage claim tag and boarding pass.

United's liability for domestic baggage is up to \$3,800 per passenger. For international flights, the Montreal Convention limits apply (approximately \$1,700 USD). File your missing baggage report within 24 hours of a domestic flight and within 7 days for international. Track your delayed bag at [United.com/baggage](https://www.united.com/baggage) using your file reference number.

**How Do I Contact United for a Flight Delay or Cancellation?** If your United flight is delayed or cancelled, call +1-844-213-7319 immediately to rebook, or use the Fly United app under 'My Trips.' At the airport, go directly to the gate agent. If United caused the cancellation, you are entitled to a full cash refund or free rebooking.

During mass disruptions, the fastest path is the Fly United app to self-rebook, or call +1-844-213-7319 immediately upon receiving a cancellation notification — being early in the queue means more flight options are still available. Medallion members calling +1-844-213-7319 typically have shorter waits during disruptions.

### ■ MileagePlus and Medallion Priority Line: +1-844-213-7319

**How Do I Contact United Airlines for Special Assistance?** Request wheelchair assistance or other accessibility services by calling +1-844-213-7319 at least 48-72 hours before your flight. You can also add requests via 'My Trips' at United.com. All accessibility services are provided at no additional charge.

Services available at no charge include: curbside wheelchair assistance, help stowing carry-on items, priority boarding, and services for deaf/hard-of-hearing passengers. For medical equipment (CPAP, portable oxygen concentrators), call +1-844-213-7319 at least 48-72 hours before departure — some equipment requires advance approval.

**How Do I Contact United Airlines for Group or Corporate Travel?** For groups of 10 or more passengers, call United Group and Meeting Travel at +1-844-213-7319 or visit United.com/groups. Corporate accounts and business travel managers contact United's corporate sales team via United.com/business.

Group bookings of 10+ passengers receive dedicated pricing, flexible payment terms, and a group travel coordinator. Corporate accounts get customized fare programs, expense reporting tools, and a dedicated account manager — services not available through the general line at +1-844-213-7319.

**What Should I Have Ready When I Call United Customer Service?** Before calling United at +1-844-213-7319, have ready: your 6-character PNR confirmation code, the passenger's full name, your MileagePlus number, flight number and travel date, and a payment method if any charges may apply. Having these ready speeds up your call significantly.

- **PNR / Confirmation code:** 6-character code from your booking email (e.g., ABC123).
- **Passenger name:** Exactly as on the ticket.
- **MileagePlus number:** For faster routing and status recognition.

- **Flight number and date:** Found on your e-ticket (e.g., DL 404, March 15).
- **E-ticket number:** 13-digit number starting with 006 — needed for refund requests.
- **Payment method:** Credit/debit card if fare differences or fees may apply.
- **Issue description:** A 1-2 sentence summary of your issue before calling helps agents respond faster.

## How Do I Reach United Customer Service for International Flights?

International callers should use +1-844-569-1450, available 24/7. This connects to agents who specialize in international itineraries, partner airline bookings, and passport requirements. The US general line +1-844-213-7319 also handles international inquiries.

For international flights, agents at +1-844-569-1450 handle partner airline coordination (Air France, KLM, Virgin Atlantic, Korean Air), APIS data, international name corrections, and currency-related refund issues. If calling from outside the US, +1-844-569-1450 is the most reliable direct line as toll-free numbers may not work from all countries.

## United Airlines — Complete Contact Directory

<b>Phone — General</b>	Reservations, changes, cancellations		+1-844-213-7319
<b>Phone — MileagePlus</b>	Award tickets, Medallion status	24/7	+1-844-213-7319
<b>Phone — International</b>	International flights, non-callers		+1-844-569-1450
<b>Phone — Refunds</b>	Cash refunds, refund status	Mon-Fri 8AM-7PM ET	+1-844-213-7319
<b>Phone — Vacations</b>	Flight + hotel packages	Mon-Fri 7AM-10PM ET	+1-844-213-7319
<b>Phone — Groups</b>	10+ passengers, corporate	Business hours	+1-844-213-7319
<b>Live Chat</b>	Quick questions, booking help	Business hours	Fly United app / United.com
<b>Twitter/X @United</b>	Non-urgent, follow-ups	~30-90 min reply	@United (DM)
<b>Online Feedback</b>	Formal complaints, written requests		United.com/feedback
<b>Airport Ticket Counter</b>	Same-day changes, check-in		In person
<b>Airport Gate Agent</b>	Same-day rebooking, upgrades		In person

## Frequently Asked Questions

### **Q: What is United Airlines customer service phone number?**

A: United's main customer service number is +1-844-213-7319, available 24/7. For MileagePlus members, call +1-844-213-7319. International callers use +1-844-569-1450. The Refunds Department is at +1-844-213-7319 (Mon-Fri 8 AM-7 PM ET).

### **Q: How do I speak to a live person at United fast?**

A: Call +1-844-213-7319 and say 'Agent' when the automated system answers. Calling before 8 AM Eastern gives the shortest wait times — typically under 5 minutes. Medallion members get priority routing via +1-844-213-7319.

### **Q: Is United customer service available 24 hours?**

A: Yes. United's main line +1-844-213-7319 and MileagePlus line +1-844-213-7319 are both available 24 hours a day, 7 days a week. Only the Refunds Department (+1-844-213-7319) has limited hours (Mon-Fri 8 AM-7 PM ET).

### **Q: How do I contact United for a cancelled flight?**

A: Call +1-844-213-7319 immediately. Say 'My flight was cancelled and I need to rebook.' If United cancelled your flight, you are entitled to a full cash refund or free rebooking. Call +1-844-213-7319 for refund requests.

### **Q: Can I contact United Airlines via WhatsApp or text?**

A: United does not currently offer a dedicated WhatsApp or SMS text channel. Contact options are: phone (+1-844-213-7319), live chat in the Fly United app, Twitter/X @United DM, or [United.com/feedback](https://www.united.com/feedback) for written contact.

**■ United Customer Service — Call 24/7: +1-844-213-7319**

**■ United MileagePlus and Medallion Priority:**

**+1-844-213-7319 ■ International Callers: +1-844-569-1450**

This article is for informational purposes only. United Air Lines policies are subject to change. Always verify the latest information at [United.com](https://www.united.com) or by calling +1-844-213-7319.