How Can the Company Legally Contact You?

Q. What methods can crew scheduling use to positively contact me for a JA/EXT?

A. We get asked this question a lot! There are 4 ways:

Controllable:

1. A telephone call. Unless you are on Reserve, you are not obligated to answer your phone or respond to voice mail. If you answer your phone or call crew scheduling back, this is positive contact and you are now obligated for any notified assignment.
2. Self-notification on IOCC. Again, you are not obligated to check IOCC or self-notify. If you do self-notify, this is positive contact.

Uncontrollable:

3. An ACARS message. This will be relayed to you from the flight deck and is positive contact.
4. Verbal message from a ‘company representative’. A ‘company representative’ is anyone who is employed, contracted or affiliated with the Company. This could include but is not limited to an employee of Compass, Delta, American, or staff at a layover hotel. This type of verbal message is considered positive contact and you are obligated to contact crew scheduling or self-notify.