

Southwest Customer Service Hours: When to Call for Shortest Wait Times

 **24/7 Main Line: +1 (844) 565-1867** (Smart Timing = No Wait!)

Quick Reference: Best Call Times

Shortest Wait Times:

Day	Time (EST)	Avg Wait	Why It's Good
Tuesday	6-8 AM	2-5 min	Best of week
Wednesday	6-8 AM	3-6 min	Very good
Thursday	7-9 AM	4-7 min	Good
Saturday	7-10 AM	5-8 min	Weekend sweet spot
Any day	11 PM-5 AM	3-8 min	Night owls win

Longest Wait Times:

Day	Time (EST)	Avg Wait	Why It's Bad
Monday	9 AM-12 PM	25-40 min	Post-weekend rush
Friday	5-8 PM	30-45 min	After-work surge
Sunday	3-8 PM	25-40 min	Prep for Monday travel
Any day	12-2 PM	20-30 min	Lunch break calls

 **Call at best times: +1 (844) 565-1867** at 6-8 AM Tuesday/Wednesday

24/7 Availability

 **Southwest Phone Lines NEVER Close:**

+1 (844) 565-1867 operates:

- 24 hours a day
- 7 days a week
- 365 days a year
- All time zones supported

Services available 24/7:

- Booking flights
- Changes/cancellations
- Emergency rebooking
- Lost baggage
- General questions
- Refund requests

Advantage: Call anytime that works for YOU

Hour-by-Hour Wait Time Patterns

Early Morning (5-8 AM EST)

Average wait: 2-8 minutes ★★★★★

Why it's best:

- Few people awake
- Agents fully staffed
- No accumulated backlog
- Fresh, helpful agents

Best for:

- Complex bookings
- Detailed questions
- Unhurried conversations

 **Wake up early, call: +1 (844) 565-1867**

Mid-Morning (8-11 AM EST)

Average wait: 8-15 minutes ★★★★★

Why it's good:

- Business hours starting
- Still reasonable wait
- All departments operating

Best for:

- Routine changes
 - Quick questions
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 Lunch Hour (11 AM-2 PM EST)

Average wait: 15-25 minutes ★★☆☆

Why it's moderate:

- Everyone calling during lunch break
- Agent shift changes
- Peak volume

Best for:

- If unavoidable
 - Have patience
-

 Afternoon (2-5 PM EST)

Average wait: 10-20 minutes ★★★★★

Why it's okay:

- Post-lunch lull
- Better than morning/evening peaks
- Decent option

Best for:

- If morning not possible
-

 After-Work Rush (5-8 PM EST)

Average wait: 25-45 minutes ★★☆☆

Why it's bad:

- Everyone calling after work
- Longest waits of day
- Tired agents (end of shift)

Avoid if possible

Evening (8-11 PM EST)

Average wait: 12-20 minutes ★★☆☆

Why it's moderate:

- Volume decreasing
- Some people still calling
- Fewer agents on duty

Best for:

- West Coast callers (it's only 5-8 PM their time)
-

Late Night (11 PM-5 AM EST)

Average wait: 3-10 minutes ★★★★★

Why it's excellent:

- Minimal call volume
- Dedicated night staff
- International travelers calling

Best for:

- Night owls
- Insomniacs
- International callers
- Emergency situations

 **Can't sleep?** Call **+1 (844) 565-1867** at 2 AM for instant service!

Day-by-Day Patterns

 **Monday: Busiest Day**

Overall: Worst day to call ❌

Why:

- Post-weekend travel issues
- People making week's plans
- Highest volume

Best Monday times:

- 6-7 AM: Bearable (5-10 min wait)
- 11 PM-5 AM: Good (5-8 min wait)

Avoid Monday:

- 9 AM-12 PM: Disaster (30-50 min)
 - 5-8 PM: Terrible (25-40 min)
-

 **Tuesday: Best Day**

Overall: Best day of entire week! ★★★★★

Why:

- Monday rush over
- Natural lull
- Well-staffed

Best Tuesday times:

- 6-8 AM: Perfect (2-5 min) 🏆
- 2-4 PM: Great (5-10 min)
- 10 PM-12 AM: Excellent (3-7 min)

☎ **Tuesday = Golden day: Call +1 (844) 565-1867**

 **Wednesday: Excellent**

Overall: Second best day ★★★★★

Why:

- Midweek calm
- Good staffing
- Consistent service

Best Wednesday times:

- 6-8 AM: Excellent (3-6 min)
 - 9-11 AM: Very good (6-12 min)
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Thursday: Good

Overall: Decent option ★★★★★

Why:

- Preparing for weekend travel
- Slightly busier than Tue/Wed
- Still manageable

Best Thursday times:

- 7-9 AM: Good (5-10 min)
 - 2-4 PM: Okay (10-15 min)
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Friday: Afternoon Disaster

Overall: Mixed - depends on time ★★★★★

Why:

- Morning okay
- Afternoon/evening terrible (weekend prep)

Best Friday times:

- 6-8 AM: Good (5-10 min)
 - **AVOID 4-8 PM:** Worst (30-50 min)
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Saturday: Weekend Winner

Overall: Best weekend day ★★★★★

Why:

- Many don't think to call weekends
- Lower volume than weekdays
- Good staffing

Best Saturday times:

- 7-10 AM: Great (5-10 min)
- 8-10 PM: Good (8-15 min)

 **Weekend calling: +1 (844) 565-1867** Saturday mornings

Sunday: Afternoon/Evening Busy

Overall: Okay morning, bad evening ★★☆☆

Why:

- Morning quiet
- Afternoon/evening = Monday prep rush

Best Sunday times:

- 7-10 AM: Good (8-12 min)
 - **AVOID 3-8 PM:** Bad (25-40 min)
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Seasonal Patterns

Holiday Seasons (Nov-Jan)

Thanksgiving week:

- Busiest week of year
- 50-90 min waits possible
- **Best:** Call 5-7 AM or 11 PM-2 AM

Christmas/New Year (Dec 20-Jan 5):

- Extremely high volume
- Wait times 40-70 min
- **Best:** Very early morning (5-6 AM) or late night

 **Holiday travel?** Call **+1 (844) 565-1867** weeks early, at 6 AM

Summer (Jun-Aug)

Overall: Busier than normal

Why:

- Peak vacation season
- Family travel
- Higher call volume

Wait times: +5-10 min vs off-season

Best: Still early mornings work best

Fall (Sep-Oct)

Overall: Best months of year! ★★★★★

Why:

- Post-summer lull
- Pre-holiday calm
- Lowest volume

Wait times: Fastest all year (2-15 min typical)

 **Fall booking?** Call **+1 (844) 565-1867** anytime - all times good!

Spring (Mar-May)

Overall: Moderate

Spring break (mid-March): +15-20 min waits

Rest of spring: Normal patterns

Time Zone Considerations

Call When It's Early in YOUR Zone:

Pacific (PST/PDT):

- 3-5 AM your time = 6-8 AM EST (perfect!)
- 6-8 PM your time = 9-11 PM EST (okay)

Mountain (MST/MDT):

- 4-6 AM your time = 6-8 AM EST (perfect!)

- 9 PM your time = 11 PM EST (good)

Central (CST/CDT):

- 5-7 AM your time = 6-8 AM EST (perfect!)
- 10 PM your time = 11 PM EST (good)

Eastern (EST/EDT):

- 6-8 AM your time = 6-8 AM EST (perfect!)

Advantage: West Coast callers can call late evening (still early for call centers)

Special Circumstances



Emergency Situations:

Don't wait for "best time" if:

- Flight cancelled now
- At airport with issue
- Flying within 24 hours
- Lost passport/urgent

Call immediately: +1 (844) 565-1867 regardless of time

Emergency priority: Southwest expedites urgent calls



Complex Issues:

For detailed situations:

- International multi-city bookings
- Group travel (10+ people)
- Award ticket complexities
- Complaint resolutions

Best times:

- 6-8 AM (agent has time to help thoroughly)
- 10 PM-12 AM (unhurried attention)
- Tuesday/Wednesday (best service)



Complex issue? Call +1 (844) 565-1867 Tuesday 7 AM

How to Estimate Wait Time

Indicators:

When you call, system says:

- "All agents busy, estimated wait: X minutes"
- Under 5 min = Great time!
- 5-15 min = Good time
- 15-30 min = Okay, wait it out
- 30+ min = Consider calling back at better time

Request callback:

- If wait over 20 min
 - Southwest calls you back (holds your place)
 - Don't lose your spot
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Callback Feature

How It Works:

When wait is long:

Step 1: System offers callback option

Step 2: Enter your phone number

Step 3: System holds your place in queue

Step 4: Southwest calls you when it's your turn (usually within quoted time)

Step 5: Answer when called, connected to agent

Advantage:

- Don't waste time on hold
 - Keep your queue position
 - Go about your day
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Tips to Minimize Wait

Pro Strategies:

Strategy 1: Call Right When You Wake Up

- Set alarm for 6 AM
 - Call immediately
 - Done before breakfast
 - Shortest waits of day
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Strategy 2: Night Owl Approach

- Stay up late or wake middle of night
 - 2-4 AM = nearly instant answer
 - Perfect for urgent issues
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Strategy 3: Tuesday Morning Ritual

- Make Tuesday 7 AM your "Southwest call time"
 - Handle all travel needs at best time
 - Consistent short waits
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Strategy 4: Request Callback Always

- If wait over 10 min
 - Let system call you back
 - Don't waste time on hold
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Strategy 5: Have Everything Ready

- Confirmation numbers
- SkyMiles account
- Credit card info
- Questions written down
- **Faster call = less total wait time**

 **Prepared = faster:** Call +1 (844) 565-1867 with all info ready

What to Do While Waiting

 **Productive Hold Time:**

If you must wait:

- Put on speakerphone
- Continue other tasks
- Have email open (reference confirmations)
- Prepare questions/concerns list
- Gather documentation

Don't:

- Leave phone (might miss agent)
 - Get frustrated (they're doing their best)
 - Hang up and retry (starts over)
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Medallion Member Advantage

 Status Priority:

Diamond/Platinum members:

- Dedicated phone line
- Shorter waits (usually 50% less)
- More experienced agents

How to access:

- Call same number: **+1 (844) 565-1867**
- Say "I'm a Medallion member"
- Transferred to priority queue

Average wait reduction:

- Regular: 15 min → Medallion: 5-8 min
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When Phone Isn't Best

 Use Online Instead For:

Simple tasks:

- Seat selection
- Basic flight changes
- Check-in
- Viewing reservations

- Adding baggage

Advantage: No wait, instant results

Call +1 (844) 565-1867 for:

- Complex issues
 - Need agent judgment
 - Errors/problems
 - Fee waivers
 - Complaints
-

International Callers

 **Calling from Outside USA:**

Time zone math:

- Calculate when it's 6-8 AM EST
- That's your best calling time

Example from London (GMT):

- 6 AM EST = 11 AM London (good time to call)

From Sydney (AEDT):

- 6 AM EST = 10 PM Sydney (perfect!)

Tip: Use world clock to find best overlap

 **International line:** Still **+1 (844) 565-1867** (may have int'l rates)

Real Wait Time Experiences

 **Success Stories:**

Linda (Tuesday 6:30 AM):

- Called: 6:30 AM EST Tuesday
- Wait: 3 minutes
- Issue: Complex award booking
- Agent had time to help thoroughly
- **Rating: Perfect!**

Mike (Friday 6 PM):

- Called: 6:00 PM EST Friday
- Wait: 47 minutes
- Issue: Simple seat change
- Frustrated by wait
- **Rating: Should've called different time**

Sarah (Sunday 2 AM):

- Called: 2:00 AM EST Sunday (insomnia)
- Wait: Instant (20 seconds)
- Issue: Flight change
- Done in 5 minutes total
- **Rating: Night calling wins!**

Monthly Calendar Guide



Best Days Each Month:

Week 1: Tuesday/Wednesday - excellent

Week 2: Tuesday/Wednesday - excellent

Week 3: Tuesday/Wednesday - excellent

Week 4: Thursday/Friday mornings - okay (people booking weekend travel)

Week 5 (if exists): Saturday morning - good

Avoid:

- First Monday of month (new booking surge)
- Last Friday of month (weekend prep)

Your Personal Call Strategy



Create Your Plan:

Your best time to call:

1. What days are you available?
2. What time can you wake up/stay up?
3. Cross-reference with wait time chart above

4. Set recurring phone reminder

Example plan: *"Every Tuesday at 7 AM, I'll call Southwest for any travel needs"*

Result: Consistent 3-7 minute waits, stress-free service

Checklist: Before Calling

Optimize your call:

- Choose Tuesday or Wednesday if possible
- Call between 6-8 AM EST if able
- Have confirmation numbers ready
- SkyMiles number available
- Payment method info handy
- Questions written down
- Quiet location
- Pen/paper for notes

Call prepared at best time = 5-10 min total call

FAQ: Wait Times

Q: Is there really a "best" time or is it random?

A: Patterns are very consistent. Tuesday 6-8 AM is reliably 2-5 min wait.

Q: Does calling the airport directly help?

A: Airport phones just transfer to main number (+1 (844) 565-1867). No advantage.

Q: Can I pay for priority phone service?

A: Medallion status gives priority. Otherwise, no paid priority option.

Q: If I hang up and call back, will wait be shorter?

A: No, you start over. Use callback feature instead.

Q: Do holidays have extended hours?

A: Same 24/7 operation, but much busier. Call very early (5-6 AM) on holidays.



CALL AT THE BEST TIME

Don't waste time on hold:

 Optimal calling strategy:

BEST: Tuesday or Wednesday, 6-8 AM EST → **+1 (844) 565-1867**

GOOD: Any day, 11 PM-5 AM EST → **+1 (844) 565-1867**

OKAY: Thursday-Saturday mornings → **+1 (844) 565-1867**

AVOID: Monday 9-12, Friday 5-8, Sunday 3-8

Average wait when calling at best time: 2-5 minutes

Average wait when calling at worst time: 30-45 minutes

Time your call right = save 40+ minutes!

Southwest Optimal Call Times: +1 (844) 565-1867

 24/7 availability

 Tuesday 6-8 AM = best

 Consistent patterns

 Callback feature available

Call smart—call at the right time!