

There they sat. Airport terminal emptying out as the minutes ticked by. Another duty free closed for the night. More employees leaving their food court posts. Floor sweepers beginning to make their rounds like slow-moving go-karts.

Hours of frantic calls to a mishmash of dead-end “customer service” numbers did nothing. Emails assembled to an assortment of support@somethings, support tickets supposedly opened. No dice.

It was a budget airline after all, but were they really meant to be left in the desert of Terminal D’s furthest gates all night? Was this their punishment for going cheap? Why was this happening to them?

Ah ha! An idea. One bright passenger took the leadership role, standing on a dated leather terminal seat with tearing leather, declaring, “Good people of Flight 468 LAX to EWR. Has anyone heard of Terminalssist?”

“What’s TerminAlssist™?” her bewildered, half-asleep, and dejected fellow passengers sleepily queried. (We just launched so word is still getting out.)

“It’s this brand new app that...”

We’ll take it from here.

TerminAlssist™ is a new concept that puts the power back into your hands. Not the faulty airlines.

We have a team of ruthless...erhm we mean... dedicated Terminal Service Representatives specifically trained to deal with negligent airlines through a series of unpublished phone numbers, ‘back doors’, and other secret-sauce methods not readily accessible to the public (don’t worry, we’re 100% legal and fair play).

Consider our small premium subscription ‘Dumbass Insurance’. Oops...did we just say that out loud? Indeed we did. Because our job isn’t to play nice

with these multi-billion dollar airlines treating you like a working class plebeian in Ancient Rome.

When an issue is flagged and deemed high priority, multiple team members get to the task of using every avenue, strategy, and expert method possible to push the airline into submission, and to compensate you for your precious time lost to these monsters.

Airlines fear us. But The People. The People love us.