

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.

Frantic calls to a mishmash of dead-end 'customer service' numbers did nothing. Emails written. Issue 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 terminal waiting seat declaring, "Wait. Has anyone heard of Terminalssist?"

"What's Terminalssist?" her bewildered, half-asleep, dejected fellow passengers sleepily asked. (We just launched so word is still getting out.)

"It's this brand new app that...."

We'll take it from here.

Terminalassist 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 dedicated Terminal Service Representatives specifically trained to deal with negligent airlines through a series of unpublished numbers, 'back doors', power in numbers, and other methods not readily accessible to the public (don't worry, we're 100% legal).

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 plebeian in medieval England.

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 scare 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.