

1-866-829-1086 Southwest Airlines Ottawa Office

Southwest Airlines **does not** operate a standalone customer service or ticketing office in Ottawa (either in the city or at the airport) that is officially published by the airline. Southwest's support and ticketing are handled through its centralized contact channels (phone, website, and mobile app), not a local walk-in office.

Although some third-party travel directories list an “office” at an Ottawa address (e.g., *1000 Airport Parkway Private, Ottawa, ON K1V 9B4, Canada*), this is **not an official Southwest Airlines location** verified by the airline — it’s essentially using the **Ottawa Macdonald-Cartier International Airport’s address as a placeholder**. ([FlightOfficeWorld](#))

Directory Listing (Not Official)

- **Address listed:** *1000 Airport Parkway Private, Ottawa, ON K1V 9B4, Canada* (Ottawa Macdonald-Cartier International Airport) ([FlightOfficeWorld](#))
- **Phone (general Southwest customers):** **1-800-435-9792** — this is Southwest’s main U.S. reservations/customer service number. ([FlightOfficeWorld](#))
- **Email (directory):** *southwestairlines@ifly.southwest.com* — this appears on third-party sites and is *not* confirmed as an official Southwest contact. ([FlightOfficeWorld](#))

Be cautious with third-party phone numbers (e.g., +1-844-562-0277) that these sites sometimes list — they may route to travel agencies or unrelated services, not Southwest itself. ([FlightOfficeWorld](#))

Southwest Presence in Ottawa

- *Southwest does not currently fly direct from Ottawa (YOW) as part of its network. Searches of airport flight data do not show active Southwest routes departing from or arriving to Ottawa. ([Direct Flights](#))
- Because Southwest doesn’t operate flights at Ottawa Macdonald-Cartier International Airport, you will **not find a Southwest ticket counter or staffed service desk on-site**.

Official Ways to Contact Southwest

Since there is no official local office, here are the **official Southwest support channels** you should use:

U.S. Customer Service (Primary Support)

- **1-800-435-9792** — Southwest's main reservations and customer support number (used globally, reachable from Canada). ([FlightOfficeWorld](#))

Online / Mobile

- **Official Website & Help Page:** https://www.southwest.com/contact_us/ — this lets you access live chat, support forms, and help topics. ([Southwest Airlines](#))
- **Southwest Mobile App:** Manage bookings, check in, view flight status, and contact support directly from your phone.

If You're Traveling Through Ottawa

Since Southwest doesn't serve Ottawa:

- You won't see Southwest counters at **Ottawa Macdonald-Cartier International Airport (YOW)**.
- If your itinerary includes other carriers from Ottawa connecting onward to Southwest flights (e.g., via U.S. hubs), in-person support is available through those **operating airline counters** at the Ottawa airport.

Summary

Inquiry	Status
Southwest Airlines Ottawa Office	 No official office
Ticket counter at Ottawa airport (YOW)	 Not available (no Southwest service)
Official contact	 1-800-435-9792 /  southwest.com/contact_us
Best support method	Online tools, app, or phone support

If you'd like, I can help you find the **nearest airport where Southwest does operate** from eastern Canada or guide you in **booking a connecting itinerary** via a U.S. gateway!