

## Jetstar Turns 20 Years

We are about to turn 20! On 25 May 2024, it will be 20 years since we first took to the skies. And you better believe we'll be celebrating all month long.

### **20 years of making memories together**

We have received new modern aircraft, launched hundreds of routes across Asia Pacific, carried almost 400 million customers. You've been a part of countless of Jetstar moments, from nervous flyers becoming comfortable with Jetstar, countless reunions for loved ones, and you have made many dreams come true... including your own!

### **Entering a new era of greater reliability**

As Jetstar celebrates its 20<sup>th</sup> birthday, the airline has again demonstrated it has entered a new era of greater reliability. More than 80% of Jetstar's Australian domestic flights arrived on time and 78.3% departed on schedule in March, while its cancellation rate dropped to 1.5% according to the latest Federal Government figures released recently. It's the low-cost carrier's lowest cancellation rate in almost five years, excluding COVID restriction periods when flying levels were considerably lower, and the highest on time arrival rate in more than two years. Further illustrating the low-cost carrier's reliability, 96.4% of flights arrived within an hour of schedule in March. During the month Jetstar operated over 7,200 flights serving more than 20 destinations across its Australian domestic network.

Qantas, which includes Qantas and QantasLink, also had a strong performance in March with 78.2% of its flights departing on time.

### **Outperforming main competitor**

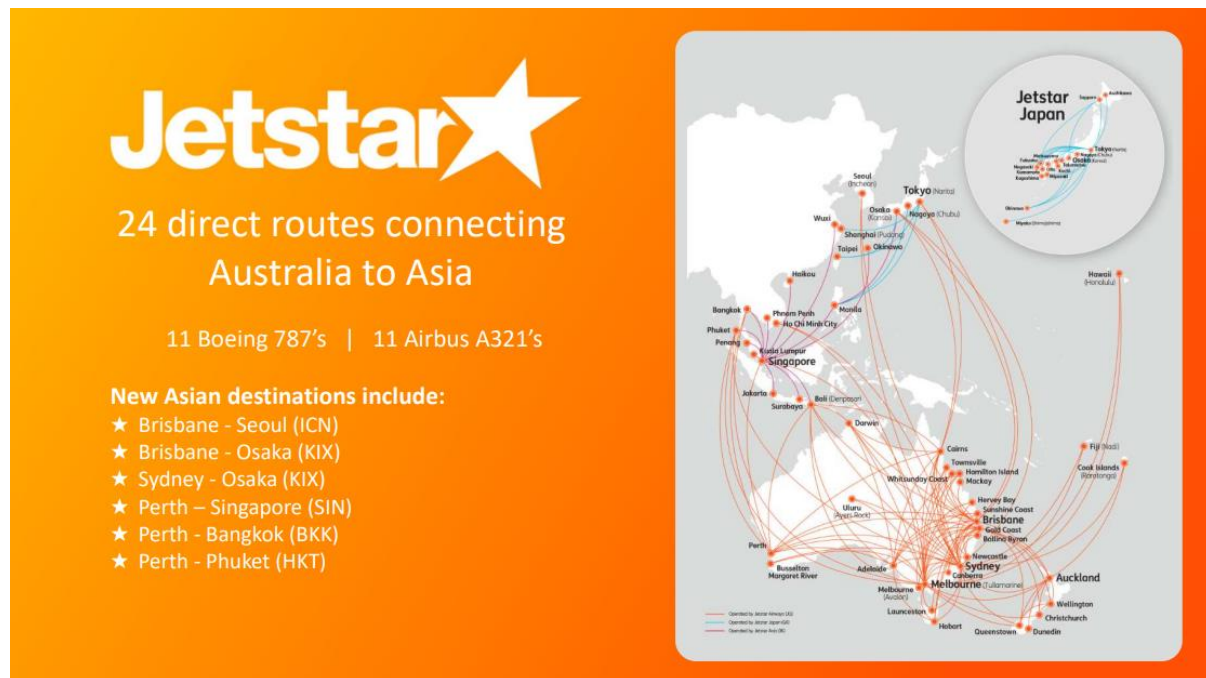
In Australia, it's the fifth consecutive month that Jetstar has outperformed its main domestic rival for on time arrivals and lowest cancellations. Its competitor recorded an on-time arrival rate of 75.4% with 2.8% of flights cancelled during the month.

### **Investments in reliability**

The strong result follows improvements right across the airline from hiring more than 1,000 new team members, bringing forward check-in and bag drop times, and appointing dedicated on time performance managers at key ports.

The airline's twelfth new Airbus A321neo LR aircraft is set to arrive next month as part of a major investment in new more reliable, fuel efficient and quieter aircraft as Jetstar continues to expand its network across Australia and Asia-Pacific.

## New Route Launches



**Jetstar** ★

24 direct routes connecting Australia to Asia

11 Boeing 787's | 11 Airbus A321's

**New Asian destinations include:**

- ★ Brisbane - Seoul (ICN)
- ★ Brisbane - Osaka (KIX)
- ★ Sydney - Osaka (KIX)
- ★ Perth - Singapore (SIN)
- ★ Perth - Bangkok (BKK)
- ★ Perth - Phuket (HKT)

The map shows Jetstar's flight network across Australia and Asia. Key Australian cities include Perth, Melbourne, Sydney, Brisbane, and Auckland. Asian destinations include Seoul, Osaka, Singapore, Bangkok, and Perth. A circular inset titled 'Jetstar Japan' shows routes to Tokyo, Osaka, and other Japanese cities.

## Jetstar In-flight Products

### What are in-flight products?

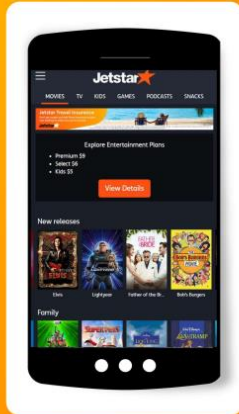
In-flight products are food, beverage and merchandise, in-flight entertainment and (once rolled out) in-flight connectivity (or Wi-Fi to connect to the internet). These products are ones our customers understand well because they're highly visible.

Interestingly, some customers still assume our in-flight products are included in their fare. That's why we need to work hard to ensure our customers know how our low-cost, choice model works before they fly.

### What sorts of products do we sell?

- Food, beverage and merchandise: Our onboard menu is updated regularly to adapt to customer demand. Our galleys have limited space, so getting the right balance of products on board is critical.
- In-flight Entertainment: Our *Jetstar Entertainment+* streaming platform is being rolled out across our narrow body fleet. Customers use their personal devices to stream entertainment onboard. The same model will be rolled out onto our 787s once we start to refurbish the cabins. Removing the seatback screens and replacing them with a 'BYO device' will help to reduce weight and in turn, save on fuel costs.
- In-flight connectivity: Wi-Fi, where customers can connect to the internet, is coming to our 787s! Once rolled out, customers will be able to stream, message and browse the internet using the latest satellite technology.

## Jetstar Entertainment+ will enhance your inflight experience



36 aircraft are currently equipped, with the full fleet estimated to be completed by early 2025

- Deliver inflight streaming platform Jetstar Entertainment+ direct to the customers smart device
- Deliver the latest Hollywood, Disney & HBO releases alongside other entertainment options
- Various entertainment options ranging from \$5-\$9

### Welcome to Entertainment+

Explore a wide range of in-flight entertainment and more all on your own device!

Movies TV Shows Flight info Games and more

### How does the model work?

The basic intention is to sell customers what they want – getting the right products, on the right aircraft, for the right routes and in the right quantity, to enable the highest sales possible.

To determine what our customers want, the team uses customer, crew, market, financial and operational performance data to drive product selection.

### Check out these fun facts about our in-flight products



## And the winner is...

Last month Jetstar ran a competition for Travel Agents to win their own personal South Korean experience with flights for 2 return Economy seats from their closest Jetstar port to Incheon. The lucky winner is Deborah Bartolo from MTA Travel in NSW. Deborah has participated in many of our Jetstar Learning & Development sessions. Congratulations to you Deborah, who has this to say about her L&D experiences...

### ***'Elevate Your Skills with Jetstar L&D Classes***

*Jetstar's Learning & Development (L&D) classes offer a range of courses tailored for all levels of travel professionals at every level. Led by industry expert Melinda Kuhl.*

*The webinar classes are engaging and interactive, addressing your Jetstar workforce challenges.*

*Whether you're looking to enhance your leadership abilities, sharpen your technical skills, or expand your knowledge in a specific area, Jetstar has you covered.*

*As the winner of the SEOUL trip, I won't just be embarking on an exciting adventure; but also gaining access to exclusive opportunities for growth and development.*

*Take advantage of Jetstar's L&D classes to enhance your skills, expand your horizons, and propel your career forward and business.*

*So buckle up and get ready to soar to new heights with Jetstar's Learning & Development classes. Your journey to success starts here! ✈️✈️✈️*

*P.S don't forget to refer your colleagues who might be struggling with JQ!'*

## Learning and Development

A promotional banner for the Jetstar Agent Classroom. The background is orange and blue, featuring the Jetstar logo and a stylized airplane tail. The text is white and black.

**Jetstar Agent Classroom**  
Learn more about selling Jetstar via our online learning sessions  
New Starter Training and Masterclass sessions available

[Click here to Register](#)

This month's Masterclass Topic is "Other ancillary – seats, meals, IFE and Comfort Packs. Be sure to register for the class on Wed 22 May.

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All recent Trade Mails can be found [here](#).

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