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## Jetstar's market leading OTP

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Our focus on delivering strong reliability continues to pay dividends with **market leading on-time performance** in the first half of 2018 on domestic routes.

August continued to deliver strong on-time performance results across our New Zealand domestic network, with **90%** on our Jet and **88%** on our Regional routes (results are for departures within 15 mins of schedule)

In line with our consistent and reliable OTP results, our customer satisfaction scores delivered record results in August on our domestic services.

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## Qantas Group & Jetstar FY18 results

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The Qantas Group delivered a record result for the 2018 financial year, despite a ~\$200m increase in fuel costs, with Jetstar making a significant record contribution.

- \$1.6bn Qantas Group profit (+14%)
  - 2 Pilot Academy locations
  - 6 Lounges to be upgraded
  - 12.3m Frequent Flyers (+4%)
- \$461m Jetstar profit (+11%)
  - 37.7m customers (24.2m seats >\$100)
  - 18 refreshed A320 cabins
  - 250,000+ Club Jetstar members



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## NEW +3kg carry-on

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For flights departing from **Tue 04 Sep 18**, customers and agents will have the option of purchasing increased cabin baggage allowance to **10kg**

- ✓ Providing customers with more choice through paid carry-on service
  - ✓ Increase of carry-on allowance from maximum 7kg to 10kg (total)
  - ✓ Product available for purchase with Starter fare, Plus or Max Bundles (10kg carry-on is already feature of the FlexiBiz bundle and 2 x 7kg in Business Class)
  - ✓ Can be purchased at time of booking or added post booking later
  - ✓ Available for purchase on Jetstar's Agent Hub, [Jetstar.com](http://Jetstar.com) or at the airport
  - ✗ *Does not include any increase to carry-on bag size or number of pieces*
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## NEW GDS flown status update

Jetstar has resolved a limitation in our E-ticket database that was stopping the re-issue of return sectors in same-day return itineraries.

Previously the return, or onward coupon, wasn't available to be re-issued for up to 6-hours after closing of the last ticketed Jetstar flight.

Return or onward travel E-ticket coupons are now available for re-issuing no later than **2-hours** after close of the last ticketed Jetstar flight. This will help passengers travelling for business who need to change same day return or onward flights.

This faster processing of E-ticket coupons will make it easier to manage changes to your ticketed Jetstar bookings.

[Jetstar GDS Guide Link](#)

## NEW on-board menu The Eatery

From **01 Sep 18**, we're launching a new food and drinks menu on our A320 fleet, continuing to offer a wide range of hot and cold light meals, snacks and drinks.

Check out what's new by clicking on the menu images on the right, including a range of locally produced (AU/NZ) meals and snacks.

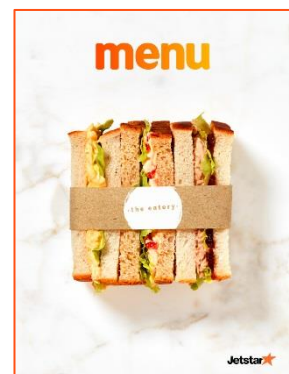
As well as our new A320 menu, we're also launching a **new 'Buy on Board' menu** on our regional Q300 flights (longer than 45 mins, and on short A320 WLG-CHC sectors). Passengers will be able to purchase a snack and drink, with vegetarian, vegan-friendly, gluten-free and gluten-friendly choices available, or pre-purchase a snack pack prior to flying.

Food isn't included with our Starter fares, but you can pre-purchase a meal or beverage on selected flights. Whilst you can purchase on board, we do however recommend you pre-purchase to get the meal of your choice.

Included in most of our fare bundles are food and drinks, in-flight food and beverage vouchers or an In-Flight Meal Deal.

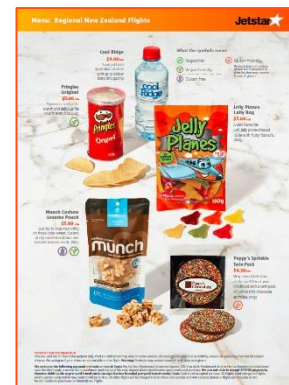
Unfortunately, on our regional Q300 flights of less than 45 minutes, where due to the short flight time, this service is not available.

Jetstar accepts Visa, MasterCard, American Express, JCB, and Visa and Mastercard debit cards or a Qantas branded pre-paid travel card. There is no minimum spend or credit card fees for on board transactions.



The Eatery Menu

Pre-Purchase



### Which Jetstar Bundle is right for you?

Travelling for business or leisure? Whilst bundles are available on all Jetstar flights, in New Zealand each bundle combines several benefits ensuring your travel experience offers flexibility if required and comfort on-board, all at an affordable price - check out [Jetstar.com](http://Jetstar.com)

New Zealand domestic bundle fares	Starter Fare	+\$29 FlexiBiz	+\$29 Plus	+\$60 Max
Seat selection <small>subject to availability</small>	+	✓ standard / upfront	✓ standard	✓ upfront / extra legroom
Carry-on baggage	7kg	10kg combined	7kg	7kg
Checked baggage <sup>1</sup>	+	+	20kg	30kg
Food & Drink	+	✓ \$10 in-flight voucher	✓ meal / in-flight voucher	✓ meal / in-flight voucher
Catch an earlier or later flight on same day	x	✓ subject to availability	x	x
No fees for date, time or name changes <sup>2</sup>	x	✓	✓	✓
Refundable	x	✓ credit voucher	x	✓ fee applies
Frequent Flyer Points <sup>3</sup>	✓ Qantas Points in NZ	✓ Qantas Points in NZ	✓ loyalty points / voucher	✓ loyalty points / voucher
Lounge access - Qantas Club/partner lounges where available	x	x	x	✓

1. Additional checked baggage is available for purchase up to 40kg per passenger. [Conditions apply](#)

2. All changes are subject to Fare Difference at time of change, except same day time changes with the FlexiBiz bundle.

3. [Qantas Frequent Flyers](#) Points on all NZ domestic Starter Fares. [Qantas Points](#) and [Status Credits](#) for members of affiliated frequent flyer programs. Jetstar Flight Rewards voucher will be issued within 7 days of the completion of each flight and emailed to the address on the passenger's booking. Customers who do not travel will not receive the voucher. Voucher will be issued in the currency of the booking and the amount varies by fare type and bundle. Voucher conditions apply.

### FlexiBiz when flying for business

Our business-friendly FlexiBiz fares save you time and money and provide comfort and convenience when flying with Jetstar in New Zealand. For only **\$29** extra on New Zealand domestic flights you benefit from:



- Additional carry-on allowance (up to 10kg – can be 2 pieces)
- Free upfront or standard seat selection
- \$10 in-flight voucher (to be used in-flight only from our [Jetstar Menu](#))
- Catch an earlier or later flight on the same day at no extra charge
- No fees for date, time or name changes - subject to fare difference
- Cancel your flight and get a credit voucher, valid for 36 months
- Qantas Frequent Flyer Points on all Jetstar NZ domestic flights

FlexiBiz from Jetstar – a lot more for a lot less when you're travelling for business.

## Real-time assistance Jess



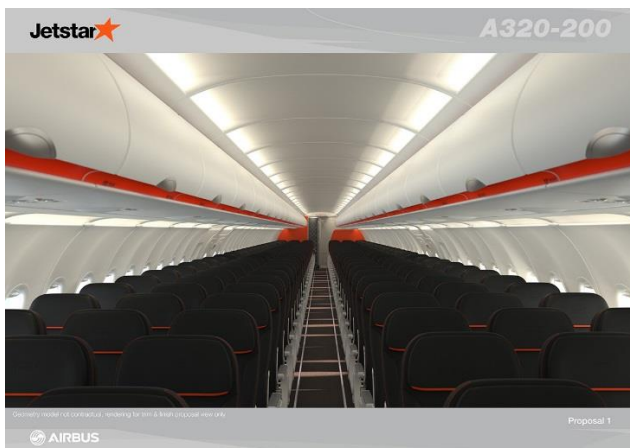
Our friendly virtual assistant **Jess** will soon become the first point of contact for all online customer queries, as we remove feedback forms from the Jetstar website.

Jess will use her smarts to connect customers to our round-the-clock Live Chat team, providing help much quicker.

This forms part of our real-time strategy aimed at improving our response time from what was a maximum of 10 days (back in 2016) to our goal of resolving 80% of customer issues within 15 minutes.

PS: I get asked quite a lot if Jess is a real person so just for the record - she is not 😊

## A320 refit programme



With 18 A320 aircraft fully refurbished, and more to follow, our satisfaction scores from customers on these aircraft reflect how much they are enjoying the refurbished cabin, which features additional extra legroom rows, more overhead locker space, improved lighting, and an overall more spacious feel.

## Connecting Brisbane and Uluru

The first direct flight between Brisbane and Uluru (Ayers Rock Airport) took to the skies in August, with Jetstar's new service between the two destinations saving customers at least six hours on their journey.

The 3-weekly service will be operated by Jetstar A320 aircraft, bringing up to 28,000 additional travellers to the Northern Territory each year.



# Jetstar Industry Update

August 2018



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## Did you know...?

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The Jetstar Group has an extensive international and domestic network across the Asia Pacific region made up of Jetstar Airways in Australia and New Zealand, Jetstar Asia in Singapore, Jetstar Pacific in Vietnam and Jetstar Japan.

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## Need to contact us? Jetstar dedicated industry support channels

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Web:	<a href="#">Jetstar Information Centre</a>	Phone:	0800 284 510 (0800-2230 NZST)
Live Chat:	<a href="#">Jetstar Live Chat</a>	Email:	<a href="mailto:sales@jetstar.com">sales@jetstar.com</a>

*Live Chat will get you in touch with us fastest, but phone wait times are generally short. We attempt to reply to emails within 24 hours*

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**Don't miss out - previous Jetstar NZ Industry Updates can be found [here](#)**

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