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Newsroom

# All Jetstar reservations systems now live after successful systems cutover

Jetstar’s reservation system including Jetstar.com and the Jetstar Telephone Reservation Centre are now live after the successful cutover from ‘Open Skies’ to ‘New Skies’ last night at 7.00 pm AEDT.

Jetstar underwent one of its biggest system cutovers in the airline’s five year history when it shut down all electronic check-in and all sales channels at 5.00 pm AEDT on Friday for its previous reservation system to be replaced over the weekend.

The system replacement had been planned over the last 18 months and included Jetstar, Jetstar Asia/Valuair and Jetstar Pacific.

Jetstar had expected to open all sales channels including Jetstar.com and the Jetstar Telephone Reservation Centre on Monday morning however the success of the cutover has meant that the new system is now live and operational ahead of schedule.

All Jetstar airports are now running on the new electronic check-in system with kiosk check-in available across the network. Web check is expected to go live within the next 24 hours.

Jetstar Chief Executive Officer Bruce Buchanan thanked all Jetstar passengers for their part in the success of the cutover which saw no significant disruption to the Jetstar network.

“We sincerely thank Jetstar’s passengers for their patience and cooperation over the weekend,” he said.

“With thousands of our passengers web-checking in advance or arriving early to the airport, we have been able to significantly speed up the manual check in process and the on time departure of our aircraft.

“With minimal disruptions to our network, and the cooperation of Jetstar passengers, our team has delivered one the most successful cutovers.

“We now look forward to sharing the benefit of the new reservation and booking platform with our Jetstar customers both here and overseas,” Mr Buchanan said.

The Jetstar team and the global team from Navitaire, the New Skies system provider, continue to monitor the rollout closely with resources in place to manage any new systems requirements and issues, minimising any potential impact on Jetstar customers.

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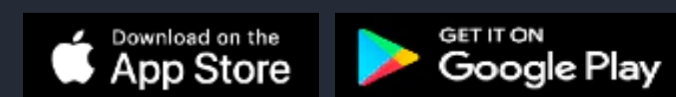


## About Jetstar

### About Jetstar Group

Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan in Japan. A leading low-fares airline, Jetstar is committed to offering everyday low fares to enable more people to fly to more places, more often. As one of Asia Pacific’s fastest-growing airline brands, Jetstar was voted Best Low-Cost Airline in Asia Pacific in 2021 and was recognized for its excellent flight safety records and services when listed on the “2022 World’s Top 10 LCC” released by Airline Ratings.

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