

Melbourne, 14 December 2009

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Newsroom

System outage for Jetstar domestic flights now resolved

Jetstar’s check-in systems for its Australian and New Zealand domestic operations experienced an IT outage early this morning which was rectified prior to 0700 AEDT.

The outage in the system, which is supported by a third party, occurred at 0400 AEDT this morning.

The short system outage resulted in a number of early morning departing Jetstar flights around our Australian and New Zealand networks experiencing a late departure of around 90 minutes.

These flights needed to be supported at short notice by a manual check-in process rather than by the usual more efficient electronic means.

It resulted in the initial delay in departure of around two dozen Jetstar flights.

A back-up IT system for Jetstar airport operations has been put in place and all subsequent Jetstar domestic services are supported by full IT functionality that enables the ability to process passengers and check-in luggage electronically including the use of Self Service Kiosks at our larger airports.

Jetstar’s Australian and New Zealand domestic network have returned to normal operations however some customers may have or will experience a delay in their departing flight this morning of up to 90 minutes for which the airline apologies for any inconvenience.

A number of Jetstar domestic services this morning were not affected due to scheduled departures after 0700 AEDT.

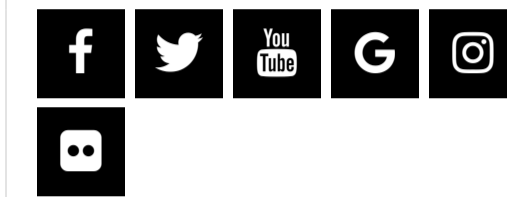
Should the airline initiate any limited changes to its normal network operations over the course of today it will be in direct contact with its customers as to providing alternative travel arrangements on Jetstar or Qantas services.

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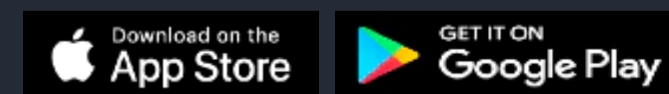


About Jetstar

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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