

Melbourne, 25 August 2014

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Newsroom

Jetstar maintains lead as NZ's most punctual domestic airline

- Jetstar was New Zealand’s most punctual domestic airline in the first half of 2014*
- Leading on-time performance for the 12 months ended June 2014*
- Punctuality improvement delivers higher customer satisfaction for the low fares carrier

Jetstar has held its lead as New Zealand’s most punctual domestic airline according to on-time performance results for the first half of this year.

The results show that Jetstar’s domestic flights were the most on time of the two major domestic carriers in 5 of the 6 months to the end of June 2014, measured as flights departing within 10 minutes of schedule.

For the year to the end of June 2014 Jetstar was also the most punctual domestic airline.

Grant Kerr, Jetstar Head of New Zealand, said the airline’s strong punctuality performance was resonating with its customers.

“We’ve made on-time performance a real focus for our business and month after month we continue to lead the market.



We were the country’s most punctual domestic airline last year and we’re delighted to be the most punctual domestic airline in the first half of 2014 as well

Grant Kerr, Jetstar Head of New Zealand



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Jetstar maintains lead as NZ's most punctual domestic airline



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“We were the country’s most punctual domestic airline last year and we’re delighted to be the most punctual domestic airline in the first half of 2014 as well.

“Importantly these results are being noticed by our passengers, who are rating us much higher in our customer satisfaction surveys thanks to our consistently improved punctuality and reliability.”

Jetstar’s domestic cancellation rate for the first six months of the year was 0.6%, equivalent to less than one cancelled flight per 160 scheduled services.

Mr Kerr said the carrier would continue to make punctuality and reliability a priority.

“By providing low fares and on-time flights we’re offering Kiwis a true competitive choice, whether they’re flying for business or leisure.”

Jetstar this year celebrated five years of domestic flights in New Zealand. The airline has an all-jet fleet of nine 180-seat Airbus A320 aircraft based in New Zealand flying trans-Tasman routes and to five domestic destinations: Auckland, Wellington, Christchurch, Queenstown and Dunedin.

*results for Jetstar domestic flights departing within 10 minutes of schedule compared with Air New Zealand domestic 10 minute OTP results published monthly to the New Zealand Stock Exchange^.

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