

Wellington, 30 January 2014

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Newsroom

# Jetstar tops domestic on-time performance in New Zealand in 2013

- Jetstar records the best domestic on-time performance on a month-on-month basis in 2013\*
- Better reliability reflects the airline’s focus on improving the customer experience
- Customer satisfaction ends the year at its highest-ever level

On-time performance results from the country’s two major domestic airlines show that Jetstar flights departed on time more often in 2013.

Comparative figures show that Jetstar achieved New Zealand’s best domestic airline on-time performance at 10-minute departures in eight months last year and was equal-best in one month.

Grant Kerr, Jetstar Head of New Zealand, said the airline had focused on improving its domestic reliability and to come out ahead of a full-service competitor was gratifying.

“

Jetstar is New Zealand’s only dedicated low-fares airline and in addition to offering great value fares every day we want to provide a reliable and hassle-free customer experience.

**Grant Kerr, Jetstar Head of New Zealand**

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“Jetstar is New Zealand’s only dedicated low-fares airline and in addition to offering great value fares every day we want to provide a reliable and hassle-free customer experience,” Mr Kerr said.

“In previous years our on-time performance could be very good in some months but was not consistent throughout the year. In 2013 reliability was a key focus for the airline and we performed much more strongly.

"As a result our domestic customer satisfaction scores also improved significantly, ending last year at their highest-ever levels.”

In 2013 Jetstar’s average monthly 10-minute domestic OTP jumped to over 83 percent compared with 72 percent in 2012.

“Our goal in 2014 is to maintain our high performance and continue to improve customer satisfaction, providing Kiwis with an affordable and reliable choice when they fly,” Mr Kerr said.

Jetstar has regularly published its domestic 15-minute OTP results on its website. Last year the airline also began reporting its 10-minute results to enable customers to more easily compare Jetstar’s reliability with its local competitor.

Jetstar carries around 1.85 million domestic passengers a year 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.

\* 2013 Domestic On-time Performance Results: 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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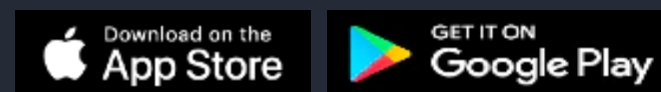
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