Melbourne, 16 July 2014

Jetstar voted best low cost airline Australia-Pacific in Skytrax Awards

Jetstar Airways was today voted Best Low Cost Airline, Australia-Pacific in the Skytrax Awards for the fourth consecutive year.

Jetstar Group CEO Jayne Hrdlicka said the airline was delighted to once again be recognised by thousands of customers across Australia-Pacific as the region's leading low fares carrier.

"We have invested in technology, product and our delivery to improve and enhance the customer experience," Ms Hrdlicka said.

> [It's] a testament to the commitment of our team that we've been recognised by our passengers in these awards once again
> **Jetstar Group Chief Executive Officer Jayne Hrdlicka**

"Customer expectations increase every year and it's a testament to the commitment of our team that we've been recognised by our passengers in these awards once again."

Jetstar Airways has a strong track record at Skytrax having won seven awards since launching a decade ago.

"Innovation has always been at the core of our strategy and will continue to be a key driver of customer satisfaction as we enter our second decade in the skies," Ms Hrdlicka said.

"During the past 12 months, we've set a new standard for long haul low fares with the introduction of the Boeing 787 Dreamliner to our fleet.

"We've also improved the customer experience on the ground with the introduction of our online virtual assistant service, called Ask Jess.

"This convenient service channel has proved popular with customers and has assisted more than 800,000 travellers since we launched it in November 2013."

Jetstar has also reported improved on time performance for domestic customers in both Australia and New Zealand.

In Australia, Jetstar dispatched more than 82 per cent of its flights as scheduled for the six month period ended May 2014*. This represents an eight percentage point improvement on the corresponding period last year.

Across the Tasman, Jetstar has claimed the mantle of New Zealand's most punctual airline having beaten its domestic competitor for on time performance in 10 of the past 12 months**.

In addition to the Australia-Pacific award, Jetstar Airways and Jetstar Asia have both appeared in the top ten best low cost airlines in the world.

* Statistics based on Department of Infrastructure and Regional Development's Airline On Time Performance Monthly Reports.

** 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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