

**DOMESTIC AIRLINE SATISFACTION SURVEY RESULTS 2010**

Airline (in order of overall number of replies is listed in brackets - not all questions were answered)	Overall Score (%)	Cost	In-flight service	In-flight entertainment	Seat comfort	Leg room	Food quality	Redeeming frequent flyer/loyalty points	Timeliness of flight (departing/ arriving on time)	Baggage allowance	Check-in process
Virgin Blue (1514 - 3485)	73	★★★★	★★★★☆	★★★☆	★★★★☆	★★★★	★★★★	★★★★☆	★★★★★	★★★★☆	★★★★★
Rex (77 - 201)	71	★★★	★★★★★	★★☆	★★★★☆	★★★★	★★★☆	★★★★	★★★★★	★★★★☆	★★★★★
Qantas (3701 - 5125)	68	★★★★☆	★★★★☆	★★★★	★★★★	★★★☆	★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Jetstar (863 - 2044)	60	★★★★★	★★★★	★★	★★★★	★★★☆	★★	★★★☆ (A)	★★★★☆	★★★★☆	★★★★☆
Tiger Airways (194 - 533)	56	★★★★★☆	★★★★	★★☆	★★★★	★★★☆	★★	na	★★★★☆	★★★☆	★★★★☆

**RATING SYSTEM** ☆ 0-10% ★ 11-20% ★☆ 21-30% ★★★ 31-40% ★★★☆ 41-50% ★★★★ 51-60% ★★★★☆ 61-70% ★★★★★ 71-80% ★★★★★☆ 81-90% ★★★★★★ 91-100%

**TABLE NOTES** na Not applicable - Tiger Airways does not have a frequent flyer/loyalty scheme. (A) Jetstar is a partner of the Qantas Frequent Flyer program.