



DOMESTIC AIRLINE SATISFACTION SURVEY RESULTS 2007

Airline (in rank order)	Overall satisfaction (%)	Value for money score (%)	Check-in procedure score (%)	In-flight service score (%)	Seat comfort score (%)	Legroom score (%)	Cleanliness score (%)	Food score (%)	Entertainment score (%)	Toilet facilities score (%)	Convenient flight score (%)	Booking process score (%)
Regional Express (REX) (50)	79	63	78	76	67	60	79	60	(B)	64	70	83
Virgin Blue (437)	71	77	76	68	63	56	74	50	47	67	76	83
Qantas (1345)	67	57	70	64	56	48	70	53	53	63	70	77
Jetstar (171)	62	73	(A)	58	58	49	69	40	38	65	66	76