

Hello, My name is Scott Mayman.

I'm a Private Citizen – I do a lot of air travel and I'm often called on as an aviation writer in addition to my other work duties.

HOME ADDRESS: [REDACTED]
[REDACTED]
[REDACTED]

I allow this letter and contact information to be seen – I'm happy, should I be called as a witness in future investigations. Jetstar has previously accused me of having a vendetta against the airline, due to a previous cancellation and the airline's reluctance to assist.. I assure you, this is not the case. My application is genuine.

=====
Hello.

I've been a long time air traveller and I've flown many varied airlines in Australia and in the United States.

In my opinion, I have discovered that the tie up between Qantas and Jetstar can cause a one-airline monopoly.

An example will be the flight route between Gold Coast and Canberra. It was flown by Qantas but was replaced by Jetstar. While it offered a discount service for passengers, frequency was reduced and service reliability was questioned. You can't seek assistance from Qantas when there are delays or cancellations with Jetstar. During irregular operations, Jetstar staff at the airport refer you to their website or tell you to phone customer service.

In my opinion, the following should be considered -

- 1) Jetstar should not be allowed to replace a Qantas service. Instead, it should be offered as an alternative if the Qantas group is serious about offering true competitive options. This means Qantas (the owner of Jetstar) should be offering its own flight service in competition with Jetstar.
- 2) Jetstar should be required to offer customer service support at the airport. Jetstar staff only service the flight as it is loaded or unloaded. They should also support passengers at the airport during an Irregular Operation. It is NOT helpful for staff to refer passengers to their website or tell passengers to phone customer service.
- 3) Current regulations need to be reviewed because they harm passengers, not help. Better protections through new mechanisms are required for passengers. In my opinion, this may include financial incentives for passengers during delays and cancellations, but also greater flexibility on airfare criteria. An Airline Customer Advocate is a requirement as well as an ombudsman who can make determinations and enforce airlines to do the right thing in the day to day running of airline matters within the sector. This person(s) must NOT be associated with an airline and needs to be objective.