



## B747-400 PREMIUM ECONOMY

### Frequently Asked Questions

### About Qantas Premium Economy

#### Why is Qantas introducing Premium Economy?

Qantas has introduced Premium Economy based on demand from Economy customers seeking additional comfort and space.

#### What routes is Premium Economy available on?

Premium Economy is already on sale on routes operated by B747-400 aircraft from Sydney and Melbourne, to London, Singapore, Bangkok, Hong Kong and Johannesburg.

Premium Economy is also on sale for selected B747-400 Pacific route services departing Sydney and Melbourne to the US for flights from November 2008.

See table for specific timings.

Premium Economy will also be available on the Qantas A380 which is scheduled for delivery from August 2008.

#### How many seats will Premium Economy have?

It will have 40 seats on Pacific aircraft, and has 32 seats on Kangaroo aircraft – both with a 2-4-2 configuration.

#### Where is Premium Economy located?

Premium Economy will be located between Business & Economy on the main deck.

#### Routes to the USA:

Between	Flight Number	Status
Melbourne – Los Angeles	QF93, 94	On selected flights from 19 December 2008
Sydney – Los Angeles	QF11, 12	On selected flights from 14 November 2008
Sydney – Los Angeles	QF8, 107, 108, 149, 150	Commencement date to be confirmed
Sydney – New York	QF107, 108	Commencement date to be confirmed
Sydney – San Francisco	QF73, 74	Commencement date to be confirmed

#### Routes to UK, Asia and South Africa:

Between	Flight Number	Status
Sydney – London	QF1, 2	Now available on selected flights
Sydney – Bangkok	QF1, 2	Now available on selected flights
Bangkok – London	QF1, 2	Now available on selected flights
Melbourne – London	QF9, 10	Now available on selected flights
Melbourne – Singapore	QF9, 10	Now available on selected flights
Singapore – London	QF9, 10	Now available on selected flights
Melbourne – London	QF29, 30	Now available on selected flights
Melbourne – Hong Kong	QF29, 30	Now available on selected flights
Hong Kong – London	QF29, 30	Now available on selected flights
Sydney – London	QF31, 32	Now available on selected flights
Sydney – Singapore	QF31, 32	Now available on selected flights
Singapore – London	QF31, 32	Now available on selected flights
Sydney – Johannesburg	QF63, 64	Now available on selected flights
Sydney – Hong Kong	QF127, 128	On selected flights from 3 August 2008

Information is correct as of 22 May 2008 and is updated regularly on qantas.com. Details may change without notice. In the event that a last minute aircraft change is necessary, it is possible that a substitute aircraft that does not have Premium Economy installed may operate on these routes.

Qantas will codeshare in the World Traveller Plus (WTP) cabin on all British Airways JSA services (excluding LHR-HKG) from April 2008. British Airways will codeshare in the Qantas Premium Economy cabin after full embodiment of B747-400 Kangaroo services scheduled from October 2008.

### The Qantas Premium Economy advantage

The Qantas Premium Economy ground experience, separate cabin and brand new seat, plus associated in-flight product offerings will take Premium Economy to a new level. Qantas Premium Economy is designed to offer many benefits and premium features including:

Ground	Seat	Entertainment	Service benefits
Priority check-in	Extra wide seat	Screens deployed from armrests to provide greater flexibility	Neil Perry-inspired menu with premium wines
Additional hand baggage allowance	More legroom	Premium noise-cancelling headset	Premium tableware
Priority boarding and disembarkation	Greater seat recline	PC power	Premium refreshments
	Full legrest with footrest		Premium soft furnishings
	Designed by Marc Newson		Dedicated crew hosts



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### How is Qantas Premium Economy different to Qantas Economy?

The primary difference is the additional seat width, recline and pitch. Along with extra features such as the legrest and footrest, cocktail table and in-arm entertainment screen.

Premium Economy also offers several 'additional' offerings such as a premium style meal service with premium wines, sheet-backed blanket and large pillow, along with jacket collection and newspapers, plus additional ground benefits including priority check-in, additional hand baggage allowance and priority boarding.

Qantas	Premium Economy vs Economy	
Seat pitch	38 – 40"	31"
Seat width	19.5"	17.5"
Seat recline	9"	6"
TV Screen	8.4"	6.4"

### The Qantas Premium Economy Experience

#### At the airport

##### Is there priority check-in for Premium Economy?

Yes, Premium Economy customers are able to check in at a priority counter, along with Qantas Club members. As per Economy, Premium Economy customers are recommended to check in two hours prior to their flight. Chairmans Lounge members and top tier Frequent Flyers will continue to be able to check in, in accordance with the current check-in policy.

##### What will the Premium Economy baggage allowance be?

Hand baggage: 2 pieces as per First and Business

Checked baggage: There is no additional checked baggage allowance.

##### Will lounge access be included as part of the Premium Economy offering?

Lounge access is not be available to Premium Economy customers as part of their ticket, however Qantas Club members, Gold Frequent Flyers, Platinum Frequent Flyers and Chairmans Lounge members will continue to have access per the existing access policy.

##### Will Premium Economy offer priority boarding and disembarkation?

Yes. Premium Economy customers board through the Premium Boarding lane along with First, Business, and eligible top tier Frequent Flyers, and will disembark after First and Business class.

#### On the aircraft

##### What are the key features of the Premium Economy seat?

The Premium Economy seat offers many features including an extra wide seat, extra seat recline, more spacious legroom including a legrest with extendable footrest for every seat, cocktail table and adjustable headrest.

##### What is the Premium Economy meal service?

Premium Economy offers a Neil Perry-inspired menu, with premium style meals, including a choice of two mains. Meals are presented on trays set on linen table cloths, and served on premium Noritake crockery with Alessi cutlery. The meal service is complemented with premium wines, along with access to additional refreshments during the flight.

##### What other premium services will be offered?

Pre take-off drinks, jacket collection and a selection of newspapers, provided by a dedicated cabin crew host are all part of the Qantas Premium Economy service.

##### What amenities and comforts will be offered?

Premium Economy customers are able to relax and sleep in comfort with a large cotton pillow and sheet-backed blanket, and are also offered an amenity kit containing socks, eyeshades, toothbrush and toothpaste.

##### What inflight entertainment will be available?

View the latest on demand entertainment through an 8.4" touchscreen in-arm entertainment screen (for greater flexibility) and listen with noise cancelling headsets.

##### What business facilities will the seat offer?

Work comfortably on board with access to PC power (shared between 2 seats), along with an inflight telephone in every seat complete with reply SMS functionality.



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#### Qantas B747 – 400 Premium Economy Features

Seat pitch	38" (96.5cm) – Pacific aircraft 40" (101.6cm) – Kangaroo aircraft	<b>Additional features:</b>		
Seat width (between arms)	19.5" (49.5cm)		Legrest with footrest	PC power
Seat recline	9"		Cocktail table	Noise cancelling headset
TV screen (touchscreen)	In-arm 8.4" (21.3cm)		In-arm meal table	Adjustable headrest

## Frequent Flyer benefits

### How many Frequent Flyer points will Premium Economy earn?

Eligible Frequent Flyer members will earn a 10% cabin class bonus for travelling in Premium Economy (compared with 25% for Business and 50% for First).

### How many Frequent Flyer points will customers need to redeem a flight in Premium Economy?

The points required to redeem a Premium Economy flight will be 50% more than for an Economy class award redemption.

### Can customers use their points to upgrade from Economy to Premium Economy, or Premium Economy to Business?

Yes, points required to upgrade will vary depending on the distance flown and fare purchased.

## Fares

### What fare class will Premium Economy be sold as?

Premium Economy will be sold as W (full fare) and T (discount) class for commercial bookings and Z class for redemption bookings.

### What is the cost of a Premium Economy ticket?

Fares are now released for scheduled Premium Economy services. Prices will vary by departure date and route.

### What are the fare conditions for Premium Economy?

There will be two fare types within the Premium Economy cabin. The lower fare (T Class) will take Semi-Flex/Supersaver conditions similar to the same fare type in the Economy cabin. The higher fare (W Class) will have Fully Flexible conditions in line with Fully Flexible Economy cabin fares. Fares will be published for all markets ex Australia. Specially priced fares will be available to Europe from BNE, ADL, PER, DRW and CNS when travel to Singapore is in the Economy cabin and onward journey is in Premium Economy cabin. T class fares will have the same seasonality as Economy cabin fares and will have leisure-type fare conditions, including tighter ticketing time limits. These fares will not be included in corporate dealing.

### How will customers know if the flight they want to purchase offers Premium Economy?

Premium Economy is being progressively installed on B747-400 aircraft so not all flights will offer Premium Economy straight away. Premium Economy will be bookable on any flight showing T, W or Z class availability. Refer to Qantas booking information for the most up to date flight schedules.

### Can customers travel one-way Economy or Business and one-way Premium Economy?

- Customers will be able to travel one-way Premium Economy and the other way Economy.
- For flights booked ex Australia and US, one-way Business (or First) and one-way Premium Economy will not be possible on the same ticket.
- For flights booked ex UK or Europe, and on northbound fares ex Asia, Premium Economy and Business (or First) are combinable. (Note: this combination will not be initially possible on qantas.com).
- These fare rules are consistent with codeshare airlines.
- Frequent Flyer redemption bookings will be combinable across all classes (as they currently are across First, Business and Economy).

### Will there be RTW fares where only one sector is Premium Economy?

RTW products including Premium Economy are currently not available though may be available in the future.

### Will wholesale fares be available in Premium Economy?

At this stage, wholesale fares will not be available in Premium Economy.