



**Domestic Mobile Check-in
External
Frequently Asked Questions
Effective 20 April 2010**

About Domestic Mobile Check-in

1. What is Domestic Mobile Check-in?

Domestic Mobile Check-in allows customers to check in for their domestic flight using their web-enabled mobile device for eligible bookings (refer to Q4) on selected Qantas operated domestic and QantasLink flights. Once customers have checked in via their mobile device, they will receive a boarding pass via SMS with a link to a mobile boarding pass with a 2D barcode.

If travelling without bags, customers can simply scan the 2D barcode on their mobile device at the departure gate. This will produce a boarding receipt which the customer then presents to Cabin Crew at the aircraft door.

If travelling with bags, customers can proceed to the Online and Mobile Check-in Bag Drop counter, where available, or otherwise the standard Bag Drop counter. Customers can then scan the 2D barcode on their mobile device at the departure gate to receive a boarding receipt.

2. Who is eligible for Domestic Mobile Check-in?

All customers with eligible bookings can access Domestic Mobile Check-in for selected Qantas operated domestic and QantasLink flights. Customers can access this service through qantas.com on their web-enabled mobile phone device between 24 hours and 45 minutes prior to scheduled departure.



**Domestic Mobile Check-in
External
Frequently Asked Questions
Effective 20 April 2010**

3. What flights are eligible for Domestic Mobile Check-in?

Domestic Mobile Check-in will be available for selected Qantas operated domestic and QantasLink flights travelling from the following airports. These airports will be equipped with gate scanners that can read and identify the boarding pass direct from a mobile device and new boarding receipt printers.

From 20 April 2010
Sydney T3
Brisbane
Melbourne
Perth
Canberra
Gladstone
Townsville
Mackay
Rockhampton
Ayers Rock
Alice Springs
Darwin
Hobart
Launceston
Kalgoorlie
Karratha
Newman
Paraburdoo
Port Lincoln



Domestic Mobile Check-in External Frequently Asked Questions Effective 20 April 2010

4. What bookings are eligible for Domestic Mobile Check-in?

Domestic Mobile Check-in is available for:

- bookings of up to 9 passengers, including linked and Total Complete Party bookings
- bookings with on-carriage are eligible provided that both departure ports for the journey are Domestic Mobile Check-in ports

5. How is Domestic Mobile Check-in accessed?

Domestic Mobile Check-in is accessed via the qantas.com mobile site on a web-enabled mobile device. Eligible customers can either check-in via the “View Your Booking” option or via the new “Domestic Check-in” option. When a customer retrieves their booking through either of these two methods, if they are eligible for Domestic Mobile Check-in, a “check-in” button will appear below the itinerary.

View Your Booking

Note: there are different validation methods available to a customer to retrieve their booking

- Enter booking reference and last name; or
- Enter Frequent Flyer number, last name and PIN.

6. Will a customer always be issued with a boarding pass?

No. In certain circumstances customers will receive a confirmation page instead of a boarding pass directing them to see a Customer Service Agent at the airport.

Customers with a confirmation page will be asked to see a Customer Service Agent at the airport. Some reasons why a customer may receive a confirmation page include: answering YES to the Dangerous Goods question, an exit row has been allocated to the customer or they are travelling with an infant.

7. Are there any differences between Online Check-in and Domestic Mobile Check-in?

Domestic Mobile Check-in is a simplified version of Online Check-in and therefore some functionality is not available via mobile, for example seat selection. Customers will have a seat allocated that has either been self-initiated via Domestic Advance Seat Selection post booking, or via the departure control system that allocates a seat to those customers who have not preselected.

Initially, Domestic Mobile Check-in will not enable the customer to accept a schedule change or flight cancellation. To do this, customers will need to visit qantas.com Manage Your Booking. There are plans for this functionality to be available for Domestic Mobile Check-in in the future.



**Domestic Mobile Check-in
External
Frequently Asked Questions
Effective 20 April 2010**

The Domestic Mobile Check-in Experience (via mobile device)

8. Can a customer select or change their seat?

No. Mobile Check-in is a simplified version of Online Check-in and therefore some functionality is not available via mobile, for example seat selection.

Customers will have a seat allocated that has either been

- self-initiated via Domestic Advance Seat Selection* post booking, or
- automatically assigned by the departure control system that allocates a seat to those customers who have not preselected.

Customers will not be able to change their seat via the Domestic Mobile Check-in application. All customers have the ability to change their seat by visiting qantas.com Manage Your Booking or by using a kiosk where available. A customer can scan the 2D barcode on their mobile boarding pass at a kiosk to identify themselves.

*For Domestic Advance Seat Selection, Chairman's Lounge members, Platinum, Gold and Silver Frequent Flyers can preselect their seat, any time following booking confirmation up to 3 hours prior to departure on all Qantas operated domestic flights (not including QantasLink). Domestic Advance Seat Selection is available via qantas.com Manage Your Booking or through a travel agent.

9. Do customers need a paper boarding pass if they have checked in via mobile?

No. Customers can simply scan their boarding pass that has been delivered via a link in an SMS on their device at the departure gate to receive a boarding receipt that will allow them to board the aircraft.

10. Where are baggage entitlements shown?

When a customer views their booking on a mobile device they are able to see their checked baggage allowances as well as a static information screen describing the associated baggage entitlements, including check-in and carry-on baggage allowances. This link is represented by the arrow located next to the flight number.



**Domestic Mobile Check-in
External
Frequently Asked Questions
Effective 20 April 2010**

11. Will there be a dangerous goods declaration?

Yes. As part of the workflow, customers will need to make a dangerous goods declaration.

Customers travelling with any dangerous goods will be issued with a confirmation page, directing them to see a Customer Service Agent at the airport. A High Priority Next Time Comment will be entered into the customer's booking and they will not be able to receive a boarding pass via Domestic Mobile Check-in or any other check-in channel until the comment is cleared, nor will they be able to re-enter the Domestic Mobile Check-in workflow.

12. What are the costs to use the Domestic Mobile Check-in service from the customer's mobile phone?

There is no charge from Qantas, however telephone data charges are dependent on the customer's mobile phone provider and device.

13. Is Domestic Mobile Check-in available for both single and multiple passenger bookings?

Yes. Domestic Mobile Check-in is available for departures from eligible airports for bookings of up to nine passengers, or where a customer is travelling with an infant. Only one passenger can check-in at a time. Group bookings of ten or more customers are not eligible for Domestic Mobile Check-in.

14. If there are multiple passengers in the same booking, will they be able to check-in together?

Mobile Check-in will allow only one eligible customer from a booking to check in at a time. For multiple passenger bookings, upon entering the Domestic Mobile Check-in workflow, the Select Passenger screen is displayed. Only one passenger can be selected and checked-in at a time. Any customers in the booking who are not eligible for Domestic Mobile Check-in will be directed to a Customer Service Agent.

Each customer checking in from a multiple passenger booking will have the ability to confirm or change the contact details in the booking so that their boarding pass can be sent to a different mobile device. If using the same mobile device for multiple boarding passes, each one will require a separate boarding receipt.

If the customer is travelling with an infant, Domestic Mobile Check-in will send a confirmation page rather than a boarding pass and the customer will need to see a Customer Service Agent at the airport for a boarding pass to be issued.



**Domestic Mobile Check-in
External
Frequently Asked Questions
Effective 20 April 2010**

15. If a couple is travelling together in the same booking, does each customer have to check in via the same method?

No. As each customer's check in is performed separately they have the ability to check in via different methods.

16. If travelling as a family, can all boarding passes be sent to each customer's mobile device?

Yes. Each customer will have the ability to confirm or change the contact details in the booking so that their boarding pass is sent to a different mobile device.

17. If travelling in a group of ten or more, are customers eligible for Domestic Mobile Check-in?

No. Group bookings of ten or more passengers are not eligible for check-in via mobile.

18. Can customers use Domestic Mobile Check-in when travelling with infants?

Yes. Customers travelling with an infant are eligible for Domestic Mobile Check-in however they will only receive a confirmation page and not a boarding pass. The confirmation page will direct the customer to see a Customer Service Agent at the airport to obtain their boarding passes, and where available, can print these at a kiosk.

19. If a customer books their flight through Telephone Sales or their Travel Agent, can the customer check-in via Domestic Mobile Check-in?

Yes. Customers can check in via mobile for eligible flights regardless of their booking method.

21. Can customers successfully check-in and receive their boarding pass using a device with an international number?

Yes. Customers can check in using a device with an international number.

22. Under what circumstances can customers check in via mobile for their entire journey with on-carriage and same day return flights?

Customers can check-in for a journey with domestic on-carriage providing all departure points are eligible for mobile check-in.

A customer can check-in for a same day return journey, provided that both departure ports are MCI enabled airports. When presented with the check-in button in this instance, the customer will be given the option to check in for their return flight.

Note that if a customer has checked in for both sectors in a same day return check-in and presents at the return departure airport with bags, they will be offloaded from their return flight as per current procedure today, and will need to check-in again for their return flight.



**Domestic Mobile Check-in
External
Frequently Asked Questions
Effective 20 April 2010**

23. Can customers check-in for their entire journey if they are first travelling on a domestic flight and then connecting to an international flight (i.e. MEL-SYD-AKL)?

No. Journeys that connect to international flights are not eligible for Domestic Mobile Check-in.

24. How do customers claim Frequent Flyer points where the Frequent Flyer number was not in the booking?

As per the current procedure, the customer retains their boarding receipt issued at the gate as proof of travel and must contact Loyalty to arrange a claim of Frequent Flyer points.

Before travel, a customer can add their Frequent Flyer number to their booking via qantas.com Manage Your Booking or at a kiosk.

25. What should a customer do if they have deleted the SMS message with the link to the boarding pass?

Currently a customer in this situation cannot re-access Domestic Mobile Check-in and re-send their boarding pass to their mobile device. They will be required to see airport staff to obtain a new boarding pass, or where kiosks are available, print a new boarding pass from a kiosk.

26. Can customers change their flight via Domestic Mobile Check-in?

No. If customers need to change their flight, they will need to update on qantas.com or contact their booking agent. If a customer has purchased a fully flexible fare they will be provided the opportunity to change their flight when using a kiosk if the change is for the same day as their original flight and subject to seat availability.

27. Can customers cancel their check-in after checking in for their flight?

No. Once the "Check In" button has been selected, the customer is checked in and cannot cancel their acceptance.

28. What can customers do post check in if they no longer can travel?

Customers will need to contact their booking agent or Telephone Sales. Check in cannot be cancelled via qantas.com.

29. Can a customer "flow forward" on Domestic Mobile Check-in?

No. If any of the flights that the customer is attempting to check-in for are marked as "flow forward", the customer will not have the option to change to an earlier flight via Domestic Mobile Check-in.



**Domestic Mobile Check-in
External
Frequently Asked Questions
Effective 20 April 2010**

30. What happens if a customer is no longer eligible for Domestic Mobile Check-in due to flight changes?

The customer will be informed by a message that will direct them to qantas.com Manage Your Booking for further details. Labelling will indicate which flights have been affected by a reschedule or cancellation.