

This is not so much a submission as a comment on the above.

As we know Qantas did a big song and dance with the changes to their FF scheme and how good it was when all they did was basically charge more points and claim to make more seats available particularly in economy class.

Let me give you my experience with their new scheme arrangements.

On 2 July (as I still have the tweet I sent to Qantas) I did a search for a one way flight in business from Syd to LA, (I didn't even try return) and these are the results I got in terms of availability.

- July 15 days
- Aug 15 days
- Sept 6 days
- Oct 7 days
- Nov 8 days
- Dec 2 days
- Jan 9 Days (1<sup>st</sup> available flight 16 Jan)
- Feb 6 days

So in a total of 241 days between 2 July and end of Feb 2020, Qantas FF had only a one way flight available on 68 days of which 30 of those days were in July and August.

What's more many of those flights weren't even direct, it might have been via HK for example.

And for this amazing privilege, Qantas want to charge 15% more points to do so.

As I said I didnt even bother looking at a return flight.

Now I know they say try and book as early as possible, but here I was looking to book 6 months in advance, and excluding July and Aug, there were only flights available in 6 months (Sept to Feb, 180 days) across 38 days.

That's how bad the scheme is and what a rip of it is for consumers.

What's more and this is the key point, how are we as consumers even meant to know whether or not Qantas have in fact made more seats available or not across any class, when we have no base line number to work off other than to believe what Qantas says?? This is a key point, the consumers ability to assess this claim as being true or not.

Without proof for consumers, this could be nothing but a false claim and hence deceptive and misleading.

It's like a company claiming their product is 20% more effective. Well 20% more effective from what??

Good luck with the inquiry

**JF Consulting**