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Dear Agency Partner,

You may have seen that Qantas has detected unusual activity on a third-party platform used by a Qantas airline contact centre.

Qantas took immediate steps to contain the system and has confirmed all Qantas systems remain secure. Please note this has not impacted Jetstar systems, however we appreciate this news may generate some questions from Jetstar customers and wanted to advise you of the dedicated Qantas support line which has been set up to assist customers.

The Qantas dedicated customer support line can be reached on 1800 971 541 or +61 2 8028 0534. Through this line, customers will have access to specialist identity protection advice and resources. If customers have upcoming travel, there is nothing they need to do. Customers can check their flight details at any time via the Qantas App or website. For more information, including advice for customers, please read more [here](#).

Best regards,

Jetstar Sales Team

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