JetBlue Airways Ranked 'Highest in Customer Satisfaction Among Low Cost Carriers in North America' by J.D. Power and Associates

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A Customer Satisfaction Recognition Received for the Fourth Year in a Row

NEW YORK, June 17, 2008 (PRIME NEWSWIRE) -- JetBlue Airways (Nasdaq:JBLU) today was awarded highest honors in airline customer satisfaction among low-cost carriers for the third year in a row by J.D. Power and Associates 2008 North America Airline Satisfaction Study(SM). This is the fourth consecutive customer satisfaction award JetBlue has received from J.D. Power and Associates. The airline, based in New York, ranked highest in satisfaction among low-cost airlines in 2007 and 2006, and among all U.S. major airlines in 2005.

"As part of a team of nearly 12,000, every JetBlue crewmember is committed to providing the highest level of service possible to our customers. It is the dedication of each crewmember that allows JetBlue to be consistently ranked as one of the top service-oriented companies in the transportation industry," said Dave Barger, CEO of JetBlue Airways. "Especially within the current challenging industry and economic environments, this recognition from J.D. Power and Associates shows that our customers believe in the JetBlue brand and our mission to continue providing high-quality service."

The J.D. Power and Associates 2008 North America Airline Satisfaction Study(SM) is based on responses from 19,701 business and leisure passengers who flew on a North American airline between April 2007 and March 2008. Overall customer satisfaction is measured based on performance in seven factors (in order of importance): cost and fees; flight crew; in-flight services; check-in; boarding/deplaning/baggage; aircraft; and reservation.

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, training and customer satisfaction. The firm's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on cell phone ratings, car reviews and ratings, car insurance, health insurance and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

New York-based JetBlue Airways has created a new airline category based on value, service and style. Known for its award-winning service and free TV as much as its low fares, JetBlue is now pleased to offer customers Lots of Legroom and super-spacious Even More Legroom seats. JetBlue introduced complimentary in-flight e-mail and instant messaging services on aircraft "BetaBlue," a first among U.S. domestic airlines. JetBlue is also America's first and only airline to offer its own Customer Bill of Rights, with meaningful and specific compensation for customers inconvenienced by service disruptions within JetBlue's control. Visit www.jetblue.com/promise for details. JetBlue serves 53 cities with 600 daily flights. With JetBlue, all seats are assigned, all travel is ticketless, all fares are one-way, and an overnight stay is never required. For information or reservations call 1-800-JETBLUE (1-800-538-2583) or visit www.jetblue.com.

DIRECTV(r) service is not available on flights outside the continental United States.

The JetBlue logo is available at http://www.primenewswire.com/newsroom/prs/?pkgid=795

This press release contains statements of a forward-looking nature which represent our management's beliefs and assumptions concerning future events. Forward-looking statements involve risks, uncertainties and assumptions, and are based on information currently available to us. Actual results may differ materially from those expressed in the forward-looking statements due to many factors, including, without limitation, our extremely competitive industry; increases in fuel prices, maintenance costs and interest rates; our ability to implement our growth strategy, including the ability to operate reliably the EMBRAER 190 aircraft and our new terminal at JFK; our significant fixed obligations; our ability to attract and retain qualified personnel and maintain our culture as we grow; our reliance on high daily aircraft utilization; our dependence on the New York metropolitan market and the effect of increased congestion in this market; our reliance on automated systems and technology; our being subject to potential unionization; our reliance on a limited number of suppliers; changes in or additional government regulation; changes in our industry due to other airlines' financial condition; and external geopolitical events and conditions. Further information concerning these and other factors is contained in the Company's Securities and Exchange Commission filings, including but not limited to, Company's 2007 Annual Report on Form 10-K and Quarterly Reports on Form 10-Q. We undertake no obligation to update any forward-looking statements to reflect events or circumstances that may arise after the date of this release.

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