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-- For the second year in a row, airline also receives 'Best In-flight Entertainment' in the domestic category and is recognized in 2009 as the leader in 'Comfort' in both the domestic and international economy categories --

NEW YORK, Nov. 24 /PRNewswire-FirstCall/ -- JetBlue Airways (Nasdaq: JBLU) today received top honors in five categories in this year's Zagat Airline Survey, including 'Best Rated Large Domestic Airline' for economy-class seating and 'Best In-flight Entertainment' for domestic flights for the second straight year. JetBlue was also recognized as the leader in 'Comfort' in both the domestic and international economy class categories. When asked which domestic airline operates in the most "green" manner, JetBlue landed the top position. In 2008, it was rated 'Most Eco-Friendly' airline. In addition, the New York-based carrier ranked second in each of the 2009 survey's 'Best Value for the Money,' 'Best Consumer On-Time Estimates' in the U.S. and 'Best Luggage Policy' categories.

(Logo: http://www.newscom.com/cgi-bin/prnh/20090217/NY71475LOGO-b)

"JetBlue gives today's traveler more value, more comfort and more quality entertainment for their airfare, and we are excited that our customers and Zagat's surveyors have recognized us as their carrier of choice for two years in a row," said Robin Hayes, executive vice president and chief commercial officer for JetBlue. "We are honored to receive top ratings in several categories of Zagat's airline survey this year. Above all, this honor is a testament to our more than 12,000 crewmembers who provide our customers with high-quality, friendly service every day of the year."

The survey is based on the experiences of 5,895 frequent fliers and travel professionals who rated 16 domestic and 73 international airlines, and 30 domestic U.S. airports. Each airline was separately rated on its premium and economy service for both domestic and international flights. The average surveyor took 16.6 flights in the past year aggregating 97,600 trips.

About JetBlue Airways

New York-based JetBlue Airways has created a new airline category based on value, service and style. In 2009, the carrier ranked "Highest in Customer Satisfaction Among Low-Cost Carriers in North America" by J.D. Power and Associates, a customer satisfaction recognition received for the fifth year in a row. 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 (a). 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 60 cities with 650 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-JET-BLUE (1-800-538-2583), TTY/TDD 1-800-336-5530 or visit www.jetblue.com.

SOURCE JetBlue Airways

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