

# Norwegian Internet Access – 787-9

## Introducing in-flight WiFi!

In-flight WiFi is accessible for passengers on any Wi-Fi enabled device, including smartphones, tablets and laptops.

### How passengers connect:

**Step 1:** Put the device into flight mode, but enable Wi-Fi. Check for available wireless networks and select 'Norwegian Internet Access'

**Step 2:** Open the preferred browser and the portal home screen should automatically load. If it doesn't, type '**norwegian.cabin.network**' or into the web address field

**Step 3:** Choose an available package

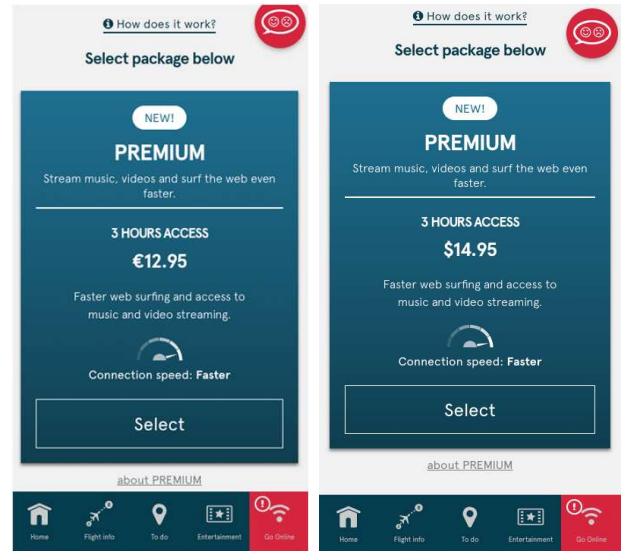
**Step 4:** Enter an email address and accept the terms & conditions

**Step 5:** If purchasing a PREMIUM package, enter the payment details, credit, debit card or PayPal. Once payment is taken they will be connected!

### Packages available:

There are currently two levels of packages available and these will be the same regardless of the class of travel:

- BASIC package - free
- PREMIUM package – provides 3 hours access at an additional cost.\* There are 10 packages available at a time. If these are sold out, tell the passenger to check back later. The package selection page shows the amount of available packages.



The Basic package is designed for slower web surfing with limited internet access (not streaming), whereas PREMIUM is suitable for streaming music, videos and faster web surfing.

The price for PREMIUM packages can be either shown in Euros or US dollars depending on the currency type chosen.

The interface is responsive and will automatically adapt to suit different devices, e.g. a laptop, tablet, iPhone, Android, etc.

\*Currently charged at €12.95/\$14.95USD however package pricing and contents may be subject to change at any time, and may vary between aircraft/route/market/season. Please check the WiFi portal for the latest update.

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## Additional information and FAQs

- There may be times when the system is not available. This can be due to the aircraft travelling at high latitudes; one example of this is when we sometimes travel over Greenland on our transatlantic routes.
- Service interruptions can also occur when flying over countries who have not approved this type of communications, and bad weather can also sometimes affect the transmission quality. We suggest waiting a few minutes and getting the passenger to try again should they experience any issues during your session.
- Passengers can sign in using different devices during their flight, if they have an active PREMIUM package then they will need to sign out of their session on one device before being able to sign in on a different device. Passengers cannot connect multiple devices using the same sign in details.
- We also advise passengers to make sure they have up to date firewall and anti-virus software to guard against any potential attacks whilst accessing the internet.
- All credit card or other payment card information, as well any personal information that is sent by the system to the ground is encrypted using secure socket layer ('SSL') technology which is designed to prevent unauthorized persons from reading that information.
- The in-flight WiFi service onboard is provided by Collins Aerospace, however passengers will see 'ARINC Incorporated' listed as the merchant on any PREMIUM package receipts. This is to be expected.
- If **passengers** have any questions on the in-flight WiFi service and/or payment then please direct them to [www.norwegian.com/wifi](http://www.norwegian.com/wifi). They can find a contact link through this page.
- If **crew members** have any questions or feedback regarding the service, please send an email to [wifi-support@norwegian.com](mailto:wifi-support@norwegian.com). Please note that this email is not to be shared with passengers and is strictly for internal use only.
- Please include all relevant information in your feedback, including flight number and date of travel.

**Please note that this service is for passenger use only and should not be used by active, on duty crew.**