

Norwegian is proud to be the first airline to offer in-flight WiFi on European routes.



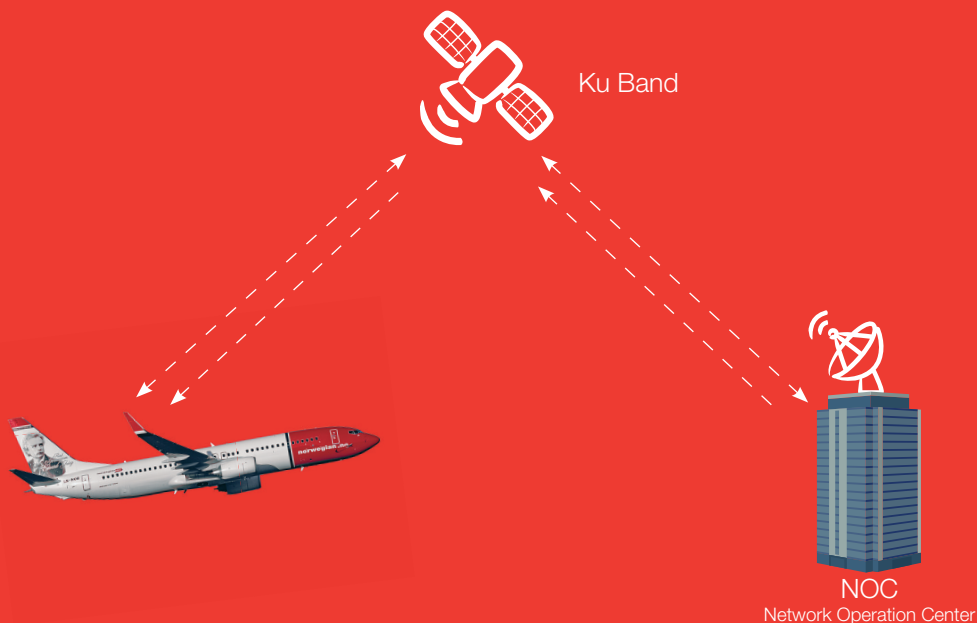
WiFi
on board

norwegian.com

The Norwegian logo, a dark blue stylized airplane silhouette, is positioned below the text and partially overlaps the end of the ".com" domain.

WiFi enabled devices, such as a personal computers, games consoles, smart phones or digital audio players will be able to connect to the Internet once the plane reaches the safety altitude of 10,000 feet. Mobile phones should be set on flight mode.

The planes are equipped with a hardware system inside the cabin that includes two wireless access points (similar to wireless routers common in homes for providing Internet access throughout the house). On top of the plane is an antenna that communicates with a satellite orbiting at about 22 000 miles/35405 mil above the earth.



When passengers on board use their WiFi device to get online, that request takes quite a trip! It goes from the cabin's wireless access point, up to the antenna mounted on top of the plane, up to a satellite, then down to the ground to find the website. Once it is online, the signal heads back up to the satellite and finally back down to the plane again. All this happens within a few seconds.

FAQ (Frequently asked questions)

Q: What is WiFi?

A: WiFi is the most commonly used local wireless data network standard. It is used all over the world at so called hot spots, public areas, offices and private homes to provide connection to the Internet.

Q: What is the difference between GSM/GPRS and WiFi?

A: GSM/GPRS and WiFi are both types of wireless technology but derive from different standards. GSM/GPRS offers a much wider coverage area via the mobile networks, while WiFi is normally used in limited and restricted areas to allow users to share a wired connection to the Internet.

Q: When can passengers use it?

A: Once the Flight Attendant has announced it is safe to use approved portable devices, passengers may turn on their WiFi-enabled device. The system is available above 10.000 feet.

Q: How is the user experience?

A: It will be similar to a shared public hotspot on the ground.

Q: How much does it costs?

A: Norwegian has chosen to offer this service free of charge to our passengers in the beginning. Later there will be a fee but it will not be more expensive than using WiFi on the ground.

Q: What kind of device can passengers use?

A: All you need is a WiFi-enabled device.

Q: Will there be any devices to borrow onboard?

A: No, you have to bring your own device.

Q: Can devices be charged on board?

A: Unfortunately not.

Q: How much can be download/upload?

A: Usage is basically unlimited. We will enforce control to make sure that everyone who is online will get a good experience.

Q: What kind of security is on the network?

A: The network has the same security as a public hotspot.

Q: Will the network content be filtered?

A: Yes, we will attempt to filter inappropriate content as well as voice (VoIP) applications.

Q: Can passengers call and receive sms?

A: We do not offer a GSM solution at this stage.

Q: How do a passenger know if the plane has WiFi?

A: There will be a WiFi icon on the plane when they enter the aircraft. Physically they can also see the antenna, "a bump" on the top of the aircraft near the tail. In the welcome SMS a passenger receive two hours prior to their flight, Norwegian will inform them whether we can provide access to WiFi on that plane. It is therefore important that when booking a ticket on our website that they enter their mobile number in their booking.

Q: How many aircrafts have WiFi?

A: The first aircraft was installed at the end of January 2011. We are continuously upgrading our fleet with this technology on all our 737-800 aircraft. During 2011, 21 aircraft will have WiFi installed and available for use, next year, 2012, more than 40.

Q: Where will you use the planes that have WiFi installed?

A: We will use our WiFi-enabled aircraft throughout our route network.

Q: Is it safe to use this system in-flight?

A: Yes. The FAA (<http://www.faa.gov/>) and EASA (<http://www.easa.eu.int/>) are the global governing agencies for airworthiness and have rigorously evaluated the affect of this system on aircraft operations. The system has successfully passed all required tests and is currently installed and operational on 52 aircraft conducting more than 250 flights daily. The FAA and EASA airworthiness approvals clearly demonstrate that the system is airworthy and presents no operational risk to aircraft operations.

Q: Are there health risks from radio-wave exposure in the cabin?

A: No. Based on the current data and research conducted to date by the World Health Organisation (WHO) there is no evidence of adverse health affect on terrestrial users or in-flight passengers.