



Jun 20, 2019 11:33 EDT

Norwegian improves customer experience by introducing gate to gate Wi-Fi connectivity

NEW YORK CITY (June 20, 2019) - Norwegian today launched “gate-to-gate” Wi-Fi which gives passengers access to the airline’s Wi-Fi network as soon as they step on board the aircraft. Customers travelling on any route across Norwegian’s global network will now be able to stay connected for the entire duration of the flight from pushback to arrival at the gate.

Previously, the aircraft had to climb to an altitude of 10,000 feet before the Wi-Fi network was activated. With “gate-to-gate” Wi-Fi, passengers will have

a Wi-Fi connection as soon as they are seated and can remain online until they arrive at their destination.

“We know how important it is for our passengers to have internet access. Until recently, flights were hour-long black holes when it comes to internet coverage. Now, Norwegian makes it possible to be online from the moment you board the aircraft until you step outside again. We launched free Wi-Fi on board in 2011 and since millions of passengers have been surfing the internet on board, so are looking very much forward to offering the new gate-to-gate experience to our passengers”, says Chief Customer and Digital Officer at Norwegian, Kurt Simonsen.

Gate-to-Gate Wi-Fi is available for all Norwegian customers from today on the entire Wi-Fi enabled fleet servicing both short and long-haul routes.

Earlier this year, Norwegian became the first airline to introduce [free Wi-Fi on transatlantic routes](#) which is currently being rolling out on its Boeing 787-9 Dreamliner aircraft. Customers have two choices – Basic free Wi-Fi for the full duration of long-haul flights and a premium high-speed option, fast enough to stream television shows and movies.

Norwegian expects to have the rollout of Wi-Fi completed on 50 per cent of its Boeing 787-9 Dreamliner aircraft by 2020.

The carrier has also introduced premium Wi-Fi on European flights, upgrading the existing Wi-Fi experience with high-speed connections fast enough for passengers to stream video content.

Timeline of Norwegian’s Wi-Fi enhancements

- **2011:** Pioneered inflight Wi-Fi by being the first airline to offer free Wi-Fi on all European routes. Later, Norwegian launched Video on Demand that gives passengers on access to Norwegian’s online entertainment portal on their own devices.
- **2015:** First airline to offer live television on European routes.
- **January 2019:** Commences the rollout of Wi-Fi on the airline’s long-haul fleet of 787 Dreamliners.
- **February 2019:** Launches new high-speed Wi-Fi on board its 737 aircraft. The high-speed Wi-Fi makes it possible to stream music,

- movies and TV shows directly to handheld devices.
- **June 2019:** Launches Gate-to-Gate Wi-Fi that gives online connectivity from boarding the aircraft until arriving at destination

About Norwegian

Norwegian is the world's fifth largest low-cost airline and carried over 37 million passengers in 2018. The airline operates more than 500 routes to over 150 destinations in Europe, North Africa, Middle East, Thailand, Caribbean, North and South America. Norwegian has a fleet of more than 160 aircraft, with an average age of 3.8 years, making it one of the world's youngest and "greenest" fleets.

Norwegian has been named the [Most Fuel-Efficient Airline on Transatlantic Routes](#) by the International Council on Clean Transportation (ICCT) twice. Norwegian has been voted 'Europe's Best Low-Cost Airline' by passengers for six consecutive years at the SkyTrax World Airline Awards 2013-2018, along with being named the 'World's Best Low-Cost Long-Haul' Airline' for the past four years. Norwegian employs more than 11,000 people worldwide.

Follow [@Fly_Norwegian](#) on Twitter, join the discussion on [Facebook](#) and keep up with our adventures on [Instagram](#). For more information on Norwegian and its network, visit [norwegian.com](#).

Contacts



Press Office

Press Contact

Only for press inquiries

pressUSA@norwegian.com

954.648.2989



Anders Lindström

Press Contact

Director of Communications, USA

anders.lindstrom@norwegian.com

+1 954.648.2989