



KLM TO ACCELERATE FREE IN-FLIGHT WI-FI OFFERING ACROSS EUROPE, POWERED BY VIASAT

News / Airlines, Manufacturer



Viasat announced it will begin delivering a fast, full, and free in-flight connectivity experience for KLM Royal Dutch Airlines, including KLM Cityhopper. The service will be available across the airline’s narrowbody and regional fleets and will be available to members of KLM’s Flying Blue loyalty program. KLM passengers can easily sign up on the spot to enjoy the service.

KLM is set to expand the free in-flight Wi-Fi frontier in Europe by leveraging the new, future-looking connectivity solution from Viasat, its in-flight connectivity provider for more than six years. The airline plans a rapid rollout of fast, full, and free Wi-Fi across 68 aircraft in total.

Don Buchman, President, Viasat Aviation commented: “Full, fast, and free in-flight Wi-Fi is the future, and we are incredibly proud to expand our relationship with KLM to deliver a superior in-flight connectivity experience to passengers across Europe. KLM has been a valued partner for many years, and we are excited to continue to drive value and enhance passenger satisfaction by providing the airline with technology solutions that offer unparalleled flexibility. Each unique airline

requires a curated onboard experience for its passengers, and we can ensure a personalized service that aligns with KLM's goals. KLM is poised to quickly establish a new standard for in-flight connectivity in Europe, and we are thrilled to stand alongside them and make this possible."

Stephanie Putzeist, responsible for customer experience within KLM, stated: "We listen carefully to what our passengers value and free internet has been on their wish list for some time. Through this step, we are making travel within Europe more personal and comfortable: everyone can plan their flight in their own way and stay connected. We are delighted to realize this now for our passengers in partnership with Viasat."



The connectivity landscape is rapidly evolving across European airspace, with demand for seamless, reliable and free in-flight Wi-Fi taking off. In a fast-evolving industry, both in terms of technology and passenger expectation, it is critical that connectivity providers can equip airlines with solutions that meet their passengers needs now and into the unknown landscape of the future.

Viasat's advanced connectivity solutions enable KLM to drive passenger satisfaction now and into the future, leveraging hardware equipped to deliver the current gold standard in connectivity while remaining compatible with ongoing network enhancements.

As one of the world's most enduring airlines, flying to over 160 different destinations this winter, 92 of which are in Europe, this full, fast and free rollout marks a significant milestone for European aviation.

The new complimentary Wi-Fi service is enabled by Viasat's unique digital product suite, designed to unlock innovative services tailored to KLM's passenger experience goals.

This commitment to a long-term roadmap for delivering advanced connectivity has been a cornerstone of Viasat's partnership with KLM since initial discussions began over six years ago.

This agreement with KLM further solidifies Viasat's position as a leading provider of innovative and reliable in-flight connectivity solutions for airlines worldwide.

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