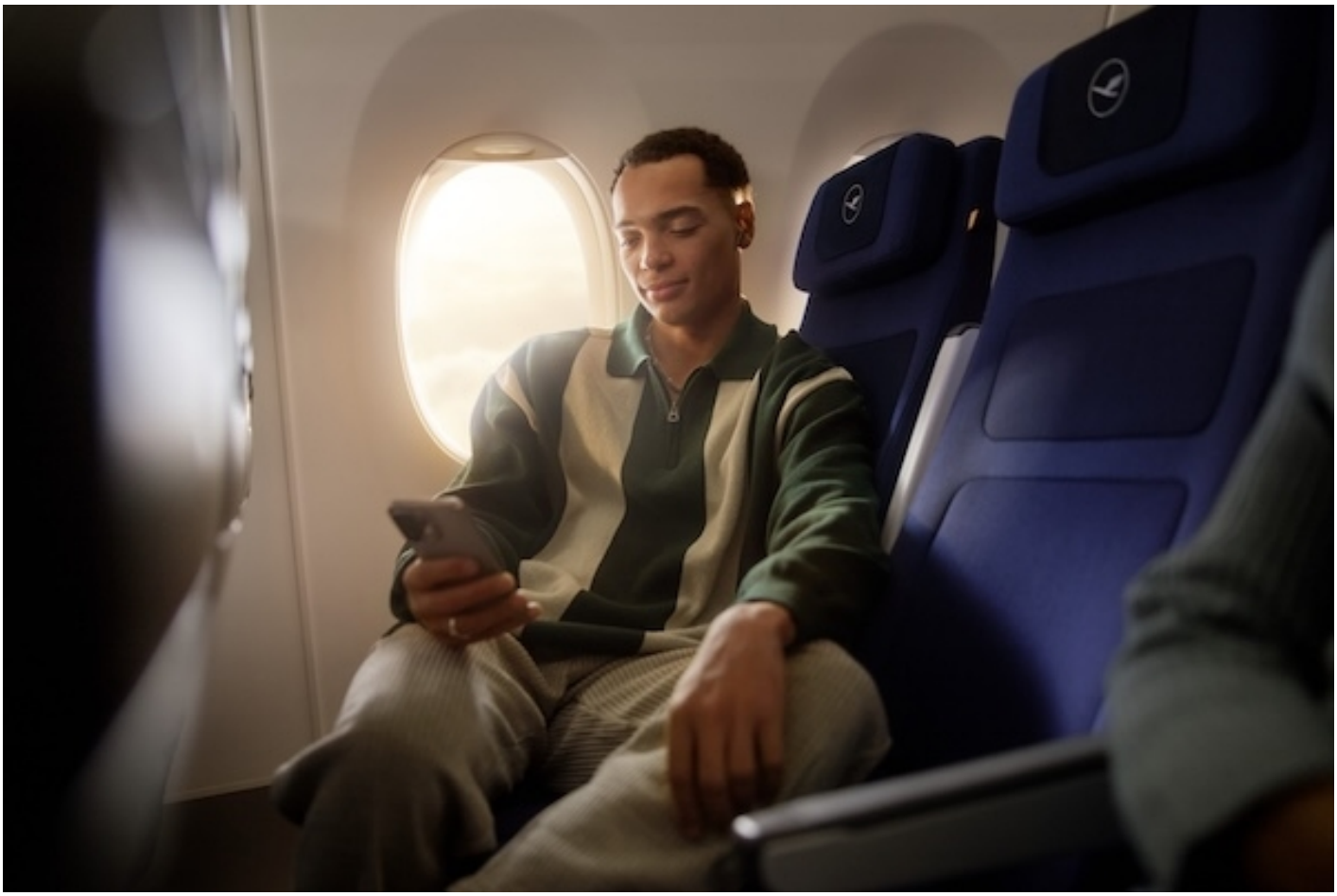
LUFTHANSA GROUP LAUNCHES FREE HIGH-SPEED INTERNET FROM STARLINK

News / Airlines



It’s the beginning of a new era: a Lufthansa Group aircraft will take off for the first time equipped with the fastest in-flight internet connection for passengers currently available. A Lufthansa Airbus A320neo will be the first to offer the new product. Guests will experience an internet bandwidth above the clouds that, in many cases, is faster than their internet connection at home or in the office.

The leading provider Starlink is collaborating with the Lufthansa Group to equip a total of 850 aircraft across all of its airlines. The system is supported by low-earth satellite technology and enables watching video content, cloud-based work, and other high-speed applications during the flight. This makes Lufthansa Group the largest airline group in Europe to equip its fleet with this modern high-speed internet product. With its ambitious project timeline, the Lufthansa Group is moving quickly to bring the new technology to guests.

The project is part of the Lufthansa Group’s extensive investments in new aircraft as well as product and service innovations across the entire travel chain. The group-wide rollout of the new high-speed internet service is intended to provide all passengers with a consistently high-quality

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online experience on board.

Dieter Vranckx, Chief Commercial Officer of the Lufthansa Group commented: “I am excited to announce the launch of the new Lufthansa Group Wi-Fi on board our Group aircraft. With it, we’re making high-speed internet an integral part of the travel experience - across all travel classes and on all Lufthansa Group airlines: That is how we understand premium. By 2029, all of the Group’s approximately 850 aircraft will be equipped with the technology. Our product promise doesn't end with the seats or the menu - today, connectivity is also an integral part of a truly outstanding onboard experience.”

In addition to Lufthansa, the other Group airlines SWISS, Austrian Airlines, Brussels Airlines, ITA Airways, Edelweiss, Discover Airlines, Air Dolomiti, Lufthansa City Airlines, and Eurowings are currently preparing to roll out the new technology.

The new Wi-Fi that is being installed will allow guests to browse the web and includes terms of use that apply to all passengers. These were developed based on passenger surveys and thus reflect the wishes of the majority of Lufthansa Group customers. Among other things, passengers are required to always wear headphones when playing audio and video content, to refrain from making voice and video calls, and not to broadcast live streams from aboard the aircraft. The Lufthansa Group Wi-Fi is sponsored by Mastercard, which has already been a partner of the previous FlyNet.

The new internet service will be free of charge for all Miles & More customers and Travel ID users – across all travel classes. Lufthansa’s inaugural flight featuring the new Lufthansa Group Wi-Fi powered by Starlink will take place on August 19.

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