INTERNET QUESTIONS? HERE ARE THE ANSWERS!

(Please Refer to the "FAQ" Tab on the Log In Page for a Full List of FAQs)

HOW DO I CONNECT MY OWN LAPTOP / TABLET / SMART PHONE?

Any device that can connect to WiFi can be used with your internet plan. Make sure that your WiFi is turned on and connect to "Carnival-WiFi" which should show up automatically. Browse to any web page or refresh your homepage. The system will redirect you to the log in page. Log in using your Folio number (as printed on your Sail & Sign card) and date of birth. Start browsing.

Do not forget to log out when you are done browsing. Simply type **logout.com** into your address bar and press enter to terminate your session.

DO I HAVE TO LOG OUT? HOW?

Yes. Please log out to end your session by typing **logout.com** into your address bar or by clicking the "log out" button on the connect page.

I DIDN'T BRING A LAPTOP. CAN I STILL USE THE INTERNET?

We have a self-service FunHub Cyberspace Internet Café, Atlantic 4 Aft inside the Ivory Club with several high-performance PCs. FunHub is open 24 hours a day.

WILL I BE CHARGED BY MY PHONE COMPANY IF I CONNECT?

You will not be charged by your phone company for connecting to Carnival-WiFi. However, it is your responsibility to make sure that you are not using the signal or data from your particular service provider. Turn off the mobile data service by going into your device settings or by turning on "Airplane Mode". Depending on your device, "Airplane Mode" may shut down your WiFi connection when turned on, but you should be able to turn WiFi back on separately. Carnival Cruise Lines is not responsible for charges incurred by your service provider on land.

HOW DO I GET BILLED?

Billing is integrated with the Sail & Sign card system. Once you pick a plan and log in, the amount will be billed against your Sail & Sign card. Receipts can be obtained via Sail & Sign kiosk or Guest Services.

I CAN'T OPEN THE LOG IN PAGE.

There could be several reasons that your device does not connect. It may be in "Airplane Mode," it may have specific IP or Network settings keeping you from connecting, or you may just need to reload your browser to get the log in page to show up. If you are in "Airplane Mode" make sure it has not also turned off your WiFi connection when it stopped your data transmissions. You should be able to turn the WiFi back on separately.

You can also double check your network and IP Address settings. If correctly connected to Carnival-WiFi, the device IP address should start with: 10.26.___.___. If it does not seem to pick up the network, check the following:

1. DHCP setting is enabled (to automatically pick up an IP address from Carnival)
2. No static IP address, Netmask, Gateway or DNS is set from your home or work network
3. No proxy server is set in your browser from your home or work network

THE PAGE I WANT TO ACCESS IS SLOW TO LOAD OR TIMING OUT.

Due to the nature of the satellite internet connection on a moving vessel, it is possible that interference or bad weather will cause pages to time out, especially when they are load-intensive (i.e. banking pages, travel sites, etc.). It is advised to reload the page and request a fresh copy of the contents since these time-outs are usually of brief, temporary nature. Should you feel that none of the pages you request are accessible, please contact Guest Services.

I HAVE A PLAN THAT I AM USING, BUT I CAN'T CONNECT A DIFFERENT DEVICE.

You can use your purchased internet plan on any number of devices. However, you may only connect one device at any particular time. You must log off any internet plan that is currently in use and then log in on a different device. If you are not logged in on any other devices yet you still can't connect, please see a Guest Services Associate and they will assist you.

CAN SOMEONE HELP ME WITH MY DEVICE?

Our Guest Services team is always available to assist with common issues concerning the onboard internet service. However, we cannot troubleshoot or repair your device beyond the most basic concerns. We often suggest that a friend or someone you are travelling with might be able to help you with your particular device. We also have PCs that are free to use in the FunHub Internet Café. You may purchase an internet plan at these PCs or use a plan that you have already purchased.

INTERNET SO EASY, YOU CAN EVEN DO IT WHILE YOU'RE ON VACATION!

FunHub™ INTERNET

WiFi Available In All Guest Areas

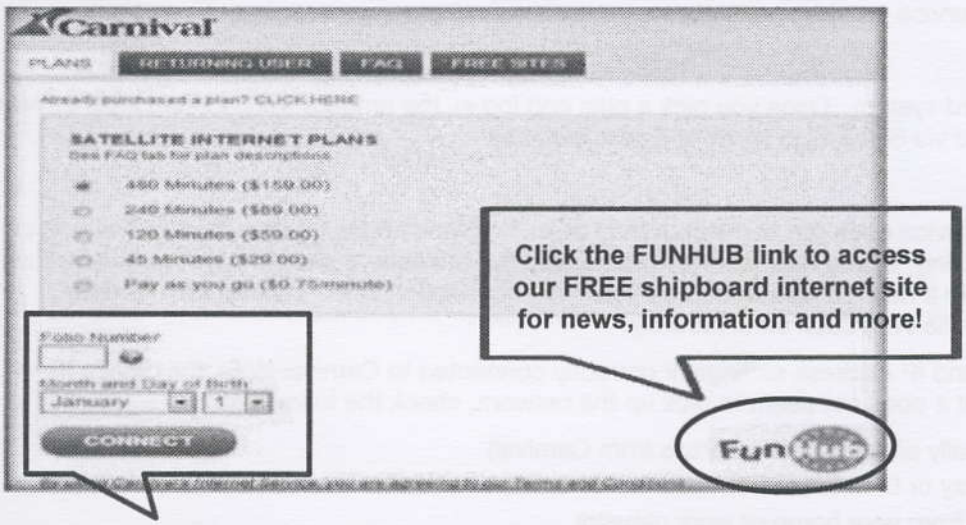
Good to Know

Choose The Plan That's Best For You

- 480 minutes for $159 ($0.33 per minute)
- 240 minutes for $89 ($0.37 per minute)
- 120 minutes for $59 ($0.49 per minute)
- 45 minutes for $29 ($0.64 per minute)
- Pay As You Go: $0.75 per minute

How to connect:

- Connect to **CARNIVAL-WIFI** - no password required
- Open a browser to access the **LOG IN PAGE**



Pick a **PLAN,** enter your personal **LOG IN** information:

- **FOLIO NUMBER** (found on your room key)
- **DATE OF BIRTH**

Click **CONNECT** and start **SURFING!**

Don't forget to **LOG OUT** when you are done!

- Click **LOGOUT** or type **LOGOUT.COM** in your address bar

Charges are automatically billed to your Sail & Sign account and time plan minutes can be used until the end of the voyage. PLEASE NOTE: Upgrading a selected pricing option is not available and credit will not be given for unused minutes. PCs and printing are available at Cyberspace, Atlantic 4 Aft inside the Ivory Club.

Satellite internet service at sea can be slower than High Speed connections on land. Service quality can vary based on utilization and weather conditions.