

# SATELLITE INTERNET



## What do I do if I try to register but it fails to complete?

Various reasons can contribute to login failures, such as an inactive account, incorrect credentials such as a folio that doesn't match our system, etc. Ensure that all data is correct and check with Guest Relations if you continue to experience difficulties.

## Do I still have to logout?

Yes, if you are finished click on the logout button or type [logout.com](http://logout.com) into the browser address bar and a page will appear confirming that the device is disconnected. If there is no active internet connection to your device the system will log you out after 12 minutes but we always recommend actively logging out. To use the internet again, simply refresh your browser and log in.

## Why is the Internet slower than on land?

Your data transmissions (e.g. News, Emails, Facebook posts, etc.) have to travel back and forth to a radio communications satellite over 20,000 miles away and then back and forth to a relay station on earth.

## Why do pages load slowly or time out?

Sometimes physical obstructions, such as fjords, or bad weather may block or inhibit radio transmissions to the satellite. The satellite transmission is also subject to spikes and drops in the amount of bandwidth carried which may adversely impact certain activities, such as the use of Skype.

## How can I print something on board?

You can print by using the internet terminals in the Internet Café. Printing aboard is not available from your personal device.

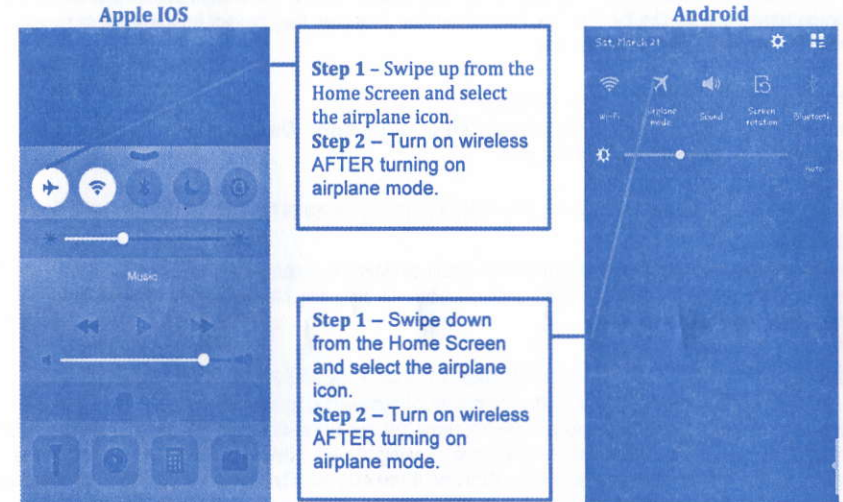
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## FREQUENTLY ASKED QUESTIONS (FAQs)

### How do I connect my device to the WiFi network?

Any device that can connect to WiFi can be used to purchase an internet plan. Make sure that your WiFi is turned on and connect to the **Regal-Princess** network which should show up automatically. If connecting via a smartphone or tablet, we recommend turning on Airplane Mode before connecting to WiFi to avoid any roaming fees during your voyage. If you have any difficulties turning on airplane mode, please ask one of our guest service staff members to help.



### What if I can't connect?

Check if you can see a WiFi signal on your device. Although we try to ensure complete coverage throughout the ship including guest staterooms, there may occasionally be some areas of low coverage. We recommend that you test your connection in a public area like the Internet Café (The Piazza Deck 5, Midships).

Our login page should appear automatically but if it does not please type [login.com](http://login.com) in your browser bar once you've connected to our WiFi network. Register on [Princess@Sea](mailto:Princess@Sea) to create a Login and Password. From there you will be able to select a plan for purchase or redeem a voucher code. Free sites are available for access on the main plan selection page as well as from the 24-Hour Internet Café and Internet Access page of [Princess@Sea](mailto:Princess@Sea).

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## What's the difference between WiFi and Satellite Internet Service?

WiFi is simply the wireless network aboard the ship. Countless wireless access points broadcast throughout the ship to enable your device to connect to our guest network. Those access points are hard wired to our shipboard guest network which is in turn connected to our satellite antennas. You are able to sign up to purchase Satellite Internet Service after you have connected to this network. The internet terminals in the Internet Café are directly wired to the network. WiFi is the network and Satellite Internet is how we connect to the actual internet from the ship.

## Can someone help me with my device?

Our Digital Communications Manager and Guest Relations personnel are always available to assist with common issues concerning the Satellite Internet service; however, they cannot troubleshoot or repair your device beyond the most basic concerns.

## What if I didn't bring my own device?

Internet terminals are available in the Internet Café 24-hours a day. On those terminals, guests are able to purchase and use a satellite internet plan.

## Are there any internet accessibility options for guests who are blind or have low vision?

Windows Narrator screen reading program has been deployed and can be enabled on any of our terminals in the Internet Café. For assistance enabling the program, please speak with the Digital Communications Manager.

## Will I be charged by my phone company if I connect to shipboard WiFi?

No, you will not be charged by your phone company for connecting to the WiFi network. However, it is your responsibility to make sure that you are not using the cell signal or data from your particular service provider. You can turn off the mobile data service by going into your device settings and turning on the Airplane Mode. Depending on your device, Airplane Mode may initially shut down your WiFi connection when turned on, but you should be able to turn WiFi back on. Princess Cruises is not responsible for charges incurred by your cell phone service provider. Often your cell provider will text you if you are on "roaming" to alert you of fees that you may incur.

## Which plan should I choose?

We offer a variety of different plans and pricing to meet your needs (Please note prices subject to change). There are five different plans of service currently available:

Pay As You Go – Available for any increment of time, the cost is \$0.79 per minute.  
600 Minutes for \$199 – cost is \$0.33 per minute.  
400 Minutes for \$159 – cost is \$0.40 per minute.  
200 Minutes for \$99 – cost is \$0.50 per minute.  
100 Minutes for \$69 – cost is \$0.69 per minute.

Note: Due to limitations with satellite bandwidth, and to ensure everyone can use the service, we may limit access to access to certain sites.

## How do I upgrade my plan?

Unfortunately at this time it is not possible to upgrade plans once they have been purchased.

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## What if I want to switch between devices?

You may use your internet plan with any number of devices, including the internet terminals in the Internet Café. However, you are only able to have one device connected at a time. To switch to a different device, type [logout.com](http://logout.com) into the address bar of the browser of the connected device. A log out confirmation page will appear. At that point, connect the new device with to the WiFi network and launch the browser. Once the main page appears, choose the "log in" option to continue. Once there, use your credentials to log in. You will not be charged for an additional plan. If you are not logged in on any other device and you still can't connect, please see the Librarian and they will assist you.

## Are there any limitations to browsing?

Yes, some websites and categories of websites may be blocked due to their consumption of large amounts of bandwidth (such as video streaming). An example of the kinds of websites are included below for reference:

Adult Content	Nudity
Drug Abuse	Peer-to-Peer Gaming
Alcohol and Tobacco	File Sharing
Online Gambling	Phishing
Online Video Streaming	Proxy Avoidance
Hacking	Anonymizers
Malware	Violent Content

In addition, some internet services such as WiFi calling, remote desktop connections and VPNs are not available. Some email providers will not work without significant alterations to provider account or device settings. Unfortunately, we are not able to provide support for those alterations. In addition, some websites may require authentication if you're using an unknown device (e.g. Hotmail). At this point in time, Facetime may work but is not supported. iMessage may also work but is not supported, so guests are advised to use Facebook Messenger or WhatsApp.

## Are there any free websites?

The latest free websites are listed on the main plan selection page and in Princess@Sea under 24-Hour Internet Café and Internet Access. These include access to the Princess Cruises website.

## How will I be billed?

Billing is integrated with your stateroom account. Charges are posted as "Internet Café Charges".

## If WiFi internet access is free at cafés why isn't it included aboard?

The internet service that is provided on land at a café or hotel is fundamentally different than what is provided aboard the ship in two main ways. Aboard the ship there may be a hundred users accessing the Satellite internet at one time. In a café there may be a handful or maybe even a couple dozen users. More importantly, internet service you might be accustomed to on land is hardwired directly to the internet with a stationary fiber-optic cable. The ship is a moving target trying to transfer data to orbiting satellites in space with a much smaller data connection. Those land based connections can carry much more data than a satellite connection at a fraction of the cost. Unfortunately, if we offered free WiFi for everyone aboard the overall user experience would deteriorate because the satellite connection wouldn't be able to support so many users at once.