

Singapore Airlines launches free unlimited in-flight Wi-Fi for Business Class, PPS Club members

- A Monitor Desk Report

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Dhaka: Singapore Airlines (SIA) has launched complimentary unlimited in-flight Wi-Fi for all Business Class customers, as well as its PPS Club members and PPS Club supplementary card holders.

On the launch, Yeoh Phee Teik, Senior Vice President Customer Experience, Singapore Airlines, said, “Staying connected, even at 35,000 feet in the air, has become an essential aspect of the travel experience. With our enhanced Wi-Fi offerings, SIA’s customers can stay in touch with their loved ones, post photos and videos on their social media channels, or keep updated on the latest news. These changes are in response to customer feedback, and part of SIA’s continuous investment to enhance their travel experience and maintain our leadership position.”

In addition, KrisFlyer members now enjoy free three-hour Wi-Fi plans when travelling in Premium Economy Class and free two-hour Wi-Fi plans when travelling in Economy Class.

Customers who are not KrisFlyer members, and members who may have consumed their complimentary plans, may take advantage of SIA's new attractive and simplified Wi-Fi price plans.

These range from USD 3.99 (approximately SD 5.25) for one hour, USD 8.99 (approximately SD 11.80) for three hours, and USD 15.99 (approximately SD 21.00) for the entire flight.

These enhancements further elevate the in-flight customer experience on board SIA flights, with the Airline's Suites and First Class customers also enjoying complimentary unlimited Wi-Fi.

As a result, SIA becomes one of the first airlines to offer complimentary unlimited Wi-Fi across its passenger network for its Suites, First Class, and Business Class customers, as well as PPS Club members.

Previously, Business Class customers and PPS Club members enjoyed 100MB worth of complimentary in-flight Wi-Fi. KrisFlyer members travelling in Premium Economy Class and Economy Class were offered a two-hour complimentary in-flight Wi-Fi plan that was optimised for text-only messaging services.

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