



P&O Cruises launch new guest internet packages

Summary:

- P&O Cruises is introducing new guest Wi-Fi packages, named 'My Wi-Fi'
- Increased bandwidth and improvements to hardware will be installed to provide a more robust and reliable service for our guests
- This will replace our current offering of 'Stay Connected'. The key differences from Stay Connected are that we have removed the Connect & PAYG packages, replacing with just two packages being 'ESSENTIAL' – your surf and social package – and 'ULTIMATE' – full video streaming and up to 3x faster connection speed. There is now a greater price differential between 24hr vs. cruise plans to encourage trade up and the plans are differentiated by connection speed.
- Additional and improved communications will be provided to promote this on board, to inform our guests and encourage purchase
- A new webpage will be live from Tuesday 19 April. The link is pocruises.com/wifi

Launch dates:

Fri 11 Mar	New internet packages live on Britannia
Fri 18 Mar	Live on Ventura
Fri 18 Mar	Live on Azura
Sat 19 Mar	Live on Iona
Sun 27 Mar	Live on Arcadia
Fri 1 April	Live on Aurora

Comms live:

- On board comms will be staggered to support the go-live date for guests, detailed above
- Pre-cruise comms, including a webpage, pre-cruise EM, Moments magazine ad, will be live from Tuesday 19 April.
- **Please ensure that any previous communications and promotions related to 'Stay Connected' are removed and discontinued from these dates.**

Frequently asked questions.

Do you have any internet questions? Here are the answers.

Questions about ... CONNECTING	
<p>What is satellite internet and how is it different from internet at home?</p>	<p>Look above you... there's your data. Travelling 44,000 miles to space and back again. Given the distances, transmission will be slower than at home and can occasionally be impacted by weather or the ship's position. We do our best to keep everyone moving by closely monitoring and managing the connections but, please remember, speed will vary and intensive activities like streaming content may not always work and are excluded from certain plans.</p> <p>Here's why: at home, internet signals travel through cables to transmit information. At sea, these same signals must travel thousands of miles to satellites that beam the information back to land. Given the distances involved, there will be some latency or delay between when information is requested and delivered. Additionally, satellite internet may intermittently experience blockage or an instance where the internet antenna on the ship may not have a direct view to a satellite due to a large object such as those beautiful mountains over there...</p>
<p>How do I connect using my own laptop, tablet or smart phone?</p>	<p>It's easy! Almost any device that can connect to Wi-Fi can be used on board our ships. Here's a simple step-by-step guide for you to follow:</p> <ol style="list-style-type: none"> 1. Put your device in airplane mode (or similar) 2. Connect to the ship's free Wi-Fi: P&OCruises_Guest_WIFI 3. Visit internet.pocruises.com 4. Select your package
<p>What if I can't connect?</p>	<p>There could be several reasons why your device does not connect.</p> <p>First, make sure your Wi-Fi is switched on; if not, please do so. Next, look for our Guest Wi-Fi network and connect to it. Although we try to ensure complete coverage throughout the ship, including cabins, there are some areas of low/no coverage due to the complexity of the ship's internal architecture. We recommend that you test your connection in a public area like the atrium. If this does not help, try restarting your device and logging in again. If you continue to experience difficulties, please speak to Reception for assistance.</p> <p>If you are feeling technical, you can also double check your network and IP address settings. If correctly connected to our Guest Wi-Fi network, the device IP address should start with: 10.26.____.____. The following settings are typical for most devices:</p> <ol style="list-style-type: none"> 1. DHCP setting is enabled (to automatically pick up an IP address from our system) 2. No static IP address, Netmask, Gateway or DNS is set 3. No proxy server is set in your browser. <p>The above is for informational purposes only and should not be considered a recommendation for alterations to your device. We cannot</p>

	<p>support you in any changes you may choose to make to your device. We would strongly recommend you make a note of all original settings prior to any changes you may decide to make.</p>
<p>I can't find a Wi-Fi connection in my cabin.</p>	<p>All those metal walls around you can make it hard for Wi-Fi signals to get through. We've put hundreds of access points across each ship but there are physical limits to what we can achieve. If you are unable to access the Wi-Fi in your cabin you may want to try keeping the cabin door ajar or relocate to one of the public areas around the ship.</p> <p>Alternatively use one of the PCs available in the Library.</p>
<p>What do I do if I try to register but I can't complete?</p>	<p>Various reasons can contribute to login failures, but the main reason is credentials (surname, cabin number, cruise card, or date of birth) that do not match those in our system. Please ensure that the credential information used at login is correct; remember the Cruise Card field requires the last four numbers printed under the barcode.</p> <p>If you continue to experience difficulties, please speak to Reception for assistance.</p>
<p>What if I want to connect with a different device?</p>	<p>You may use multiple devices on one package but can only use a single device at any one time. If you wish to use multiple devices simultaneously, you will need to buy additional packages. To switch to a different device, make sure it is connected to the Guest Wi-Fi network. Type internet.pocruises.com on the browser tab of the device you are trying to connect with and enter your username and password. A new page will appear. Click on the 'Disconnect other device' button and start surfing the internet using this new device.</p> <p>An alternative method is to type 'logout.com' into the address bar of the browser of the connected device. A logout confirmation page will appear. At that point, connect the new device to the Guest Wi-Fi network and launch the browser.</p> <p>If you are not logged in on any other device and you still can't connect, please visit Reception and they will assist you.</p>
<p>Can someone help me with my device?</p>	<p>For basic assistance using the service our team at Reception will be able to help.</p> <p>Our team is available to assist with common issues concerning connecting to the on-board satellite-based internet service. We cannot troubleshoot or repair your device for advanced issues.</p> <p>On some ships we have PCs that are available for general use in the Library. You may purchase an internet plan at these PCs or use a plan that you have already purchased.</p>
<p>I didn't bring a laptop; can I still use the internet?</p>	<p>On some ships we have a self-service internet café in the Library with PCs that you can use for no charge. We also offer limited printing facilities for boarding passes etc.</p>
<p>Do I need to purchase an internet package to access My Holiday?</p>	<p>No; My Holiday is free to use and does not require you to purchase an internet package. Make sure your Wi-Fi is switched on and connect to the ship's free Wi-Fi: P&OCruises_Guest_WIFI</p> <p>Open your internet browser and visit myholiday.pocruises.com or scan the QR code found on advertisements in your cabin or at Reception.</p>

Questions about ... CHOOSING THE RIGHT PACKAGE

<p>What plan should I choose?</p>	<p>We offer two plans and two pricing options within each, so that you can choose to go online on your terms:</p> <p><u>My Wi-Fi ULTIMATE</u> This is your ultimate way to stay in touch throughout your holiday or on the days you choose. Select the cruise plan option, paying just once for quality satellite access to email, video chat, browsing, social media and streaming of your favourite movies and music, every day of your holiday from the moment you purchase. Or pay per day for the same access options, on the days that suit you best.</p> <p>My Wi-Fi ULTIMATE - £20/day with cruise plan or £15/day</p> <ul style="list-style-type: none"> • Everything from the Essential plan • + Full Streaming • + Up to 3x faster connection <p><u>My Wi-Fi ESSENTIAL</u> This is the straightforward option that offers you all your satellite internet essentials. It's ideal if you want to stay in touch via email and social media. And you'll also be able to stream your favourite music playlists as well as share your holiday highlights via text and images. Select the cruise plan option to stay connected every day of your holiday from the moment you purchase or opt to pay per day... it's entirely your choice.</p> <p>My Wi-Fi ESSENTIAL - £15/day with cruise plan or £10/day</p> <ul style="list-style-type: none"> • Social media text and images (no video) • Web browsing • Email • Music streaming
<p>Are there any limitations to browsing on the ESSENTIAL and ULTIMATE packages?</p>	<p>Yes, some websites and categories of websites are blocked either due to their content or due to their consumption of large amounts of bandwidth (such as video streaming). Examples of the kinds of websites that may be blocked have been listed below for reference:</p> <p>Adult content Alcohol and tobacco Anonymisers Drug abuse File sharing Malware Nudity Online gambling Streaming hacking Phishing Proxy avoidance Violent content</p> <p>In addition, some internet services such as Wi-Fi (VoIP) calling, remote desktop connections and VPNs may not be available. Some email applications will not work without significant alterations to provider account or device settings. Unfortunately, we are not able to provide support for those alterations. Most email providers offer web-based access, and these will work in most cases.</p>

	<p>Some websites may require authentication via a mobile phone if you're using an unknown connection (e.g., Hotmail) or have set up two-factor authentication on your account.</p> <p>Depending on your plan, there may also be certain additional limitations on what you can access; for more details see 'What plan should I choose?'</p>
I want to upgrade to a different plan; what do I do?	<p>When logging back into the internet, you will be given the choice to upgrade to a plan (where applicable, click the 'Upgrade my plan' button). The upgrade will take effect the moment you purchase it and will show as a separate item on your on-board account.</p> <p>Please note: if you upgrade a daily plan, it does <u>not</u> extend the amount of time the plan lasts (you will still have 24 hours from when you first activated your original plan). If you desire additional assistance, please visit Reception.</p>

Questions about ... USING MY INTERNET PACKAGE	
What if the internet is slow or pages are timing out?	<p>Due to the nature of satellite internet connection on a moving ship, it is possible that interference, partial or full blockage, or bad weather will cause temporary interruptions to our service. If this happens, try to reload the page once as these time-outs can be brief; however, if the interruption is for a longer period you may wish to try again later.</p> <p>In any event, if you are accessing the internet with a personal device, we recommend you switch off any background applications and disable any automatic updates on your device.</p> <p>Should you feel that none of the pages you request are accessible, please contact Reception for assistance.</p>
Will I be able to access the internet on the morning I leave the ship?	Yes. Internet access will be available right up until you leave the ship, but printing services will not be available on the morning of disembarkation, so please ensure you complete all your printing the day before.
Do I have to log out? How?	<p>With our packages you are not required to log out; however, we would ask that you do so when you are not using the service to free up bandwidth for other users as you may be consuming bandwidth in the background. To do this simply type logout.com into the browser address bar and a page will appear confirming that the device is disconnected.</p> <p>You will also have to log out if you want to connect to the internet with a different device using the same plan. See 'What if I want to connect with a different device?' for details.</p>
Why has the system logged me out?	If you do not actively use your connection for a while you may be automatically logged out. This is a function of modern communication systems and is designed both to save the battery life of your mobile device and to prevent a build-up of unused connections slowing down the system for any active users. Don't worry if this happens; simply refresh your browser screen, and log back in.

Questions about ... CHARGES AND BILLING

How do I get billed?	Internet billing is integrated with your on-board account. Once you log in and pick a plan, the amount will be billed automatically through your account.
Can I purchase the cruise plan option during the cruise?	Yes; you can purchase the cruise package at any point during the cruise, meaning you will purchase internet for all remaining days at the reduced rate.
Will I be charged by my phone company if I connect to the ship's Wi-Fi?	<p>No; you will not be charged by your phone company for connecting to our Wi-Fi. However, it is your responsibility to make sure that you are not using the mobile signal or data from your service provider. Often, your mobile phone provider will text you if you are on 'roaming' to alert you of fees you may incur.</p> <p>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 Wi-Fi connection when turned on, but you should be able to turn Wi-Fi back on separately (look for the airplane and Wi-Fi signals showing together). P&O Cruises is not responsible for charges incurred via your mobile phone service provider.</p>
How do I use a voucher?	<p>To use a voucher, log in to the system as normal. At the bottom of the plan selection page will be a field marked 'Voucher'. Enter your six-character voucher code and click the 'Activate' button</p> <p>Note: you only need to activate the voucher once. Once activated you only need to log in and then select your active plan.</p> <p>If you have any trouble redeeming your voucher, please check the following:</p> <ul style="list-style-type: none">• If you currently have an active purchased plan, it will have to expire before you may activate your voucher.• You may have one active voucher at once per folio.• If you have an active voucher you will not be able to purchase an additional plan until the voucher expires.