



## VOOM<sup>SM</sup> | THE FASTEST INTERNET AT SEA

It's VOOM, the fastest Internet at sea — available on the entire Royal Caribbean® fleet. This is instantly streaming, industry game changing, high speed Internet.

### KEY SELLING POINTS

- Staying connected has never been easier with the ability to video chat on Skype and FaceTime, and email
- Clients who need to be in touch for work don't have to fully disconnect from the office
- Share every unforgettable moment of vacation in real time on Facebook and Instagram
- Kids can stay entertained by streaming their favorite movies and shows on Netflix, and their favorite playlists on Spotify
- Package pricing makes it great for families with the SURF package for those who want to connect, and the SURF + STREAM packages for those who want to stream their favorite media
- It's the ultimate amenity for Meetings & Incentives Groups

TO LEARN MORE AND DOWNLOAD YOUR MARKETING MATERIALS  
VISIT [LOYALTOYOUALWAYS.COM/VOOM](http://LOYALTOYOUALWAYS.COM/VOOM)



# FREQUENTLY ASKED QUESTIONS

## 1. What is VOOM?

VOOM – the fastest internet at sea, is the name of Royal Caribbean’s exclusive high-speed internet service.

## 2. What ships currently have VOOM?

As of May 1st, 2016, VOOM – the fastest internet at sea is available across the entire Royal Caribbean fleet.

## 3. With the fleetwide introduction of VOOM, what’s different on your ships after May?

The Royal Caribbean fleet already has the best internet at sea from a Wi-Fi coverage and bandwidth perspective. We continue to improve our technology using a combination of service providers differentiating us from our competitors. With the fleetwide introduction of VOOM, your clients will also now be able to stream and utilize VoIP applications, such as FaceTime and Skype.

## 4. How will the internet experience vary from ship to ship?

Our ships have a combination of technology from multiple providers, sharing bandwidth to ensure that all our ships have the capability to offer the fastest internet experience at sea. There will be slight variations in service based on ship location, but your clients will be able to stream music and movies, upload pictures, video chat with family and friends using FaceTime or Skype, check their email, lookup their stock prices, surf the web and stay connected with work via VPN, on every Royal Caribbean ship.

## 5. Are there additional costs associated with VOOM – the fastest internet at sea?

Yes. Daily and Voyage packages are available to purchase onboard. Voyage packages are available at a discount pre-cruise on the Royal Caribbean website. Guests opting to purchase their VOOM Voyage package pre-cruise are guaranteed to receive the best pricing.

## 6. What is the difference between the packages SURF and SURF + STREAM?

SURF is the best package for guests looking to simply surf the web, stay in touch via email and share their vacation photos on social media. SURF + STREAM is ideal for those looking to do everything available to them under SURF, but also want the capability to stream movies and music from Netflix or Spotify, and connect using video chat apps such as Skype.

## 7. Will my phone carrier assess additional fees when using VOOM-the fastest internet at sea while onboard?

No. There will be no hidden charges or additional fees from your phone carrier if the devices are set to Airplane Mode and have roaming and data services turned off.

## 8. How can my clients purchase VOOM?

Now available for purchase, Royal Caribbean's new VOOM packages can be confirmed either pre-cruise through our Pre-Cruise Planner tool or while onboard. Packages are available for all sailings departing on-or-after May 1st, 2016.