

WI-FI UPDATES

FREQUENTLY ASKED QUESTIONS

UPDATED AUG 24, 2023

1. WHICH SHIPS ARE ELIGIBLE FOR THE NEW WI-FI UPDATES?

The changes apply to all ships except the Galapagos ships.

2. WHEN WILL BASIC WI-FI BE DISCONTINUED FROM MY CELEBRITY CRUISE (MCC)?

June 1, 2023.

3. WHEN WILL THE NEW PREMIUM WI-FI PRICING UPDATES TAKE EFFECT IN MY CELEBRITY CRUISE (MCC)?

June 1, 2023.

4. WHEN WILL THE NEW WI-FI UPDATES TAKE EFFECT ONBOARD?

Go Live Onboard and My Celebrity Cruise:

SHIP	DATE
Galapagos ships	Does not apply
AX	06/06/23
BY	06/05/23
CS	06/03/23
SI	05/14/22
EC	06/04/23
EG	06/03/23
EQ	06/04/23
ML	06/02/23
RF	06/01/23
SI	06/05/23
SL	06/02/23
SM	06/04/23
IN	08/19/23

5. WHAT IF A GUEST PURCHASED BASIC WI-FI BEFORE JUNE 1, 2023?

Guests will still receive Basic Wi-Fi.

6. WHAT IF THE NEW PREMIUM WI-FI PACKAGE COSTS LESS THAN THE OLD BASIC PRICING?

OBC will be applied to each guest who purchased Premium at the higher legacy pricing.

7. WHAT IF A GUEST PURCHASED PREMIUM WI-FI BEFORE JUNE 1, 2023?

Guests are re-imbursed the difference via On Board Credit onboard. Process to refund and charge at new rate:

- The Store Manager processes refunds on the first day of the cruise using the PCP participation report
- Refunds are in the form of On Board Credit based on the difference in what the guest paid and the new price onboard
- A welcome letter is placed in the cabin of affected guests

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8. HOW MUCH DOES PREMIUM WI-FI COST?

Pricing is always subject to change.

SHIP CLASS	DISCOUNT	PREM PRICE	2ND DISC	2ND PRICE
ML	- 10%	\$ 26.99	- 20%	\$ 48.58
SL	0%	\$ 29.99	- 20%	\$ 53.98
EG	10%	\$ 32.99	- 20%	\$ 59.38

9. DOES CELEBRITY CRUISES OFFER PROGRESSIVE PREMIUM WI-FI DISCOUNTS PER SAILING LENGTH?

Pricing in My Celebrity Cruise and onboard vary by ship class and cruise length.

10. CAN I UPGRADE MY BASIC WI-FI INCLUDED PLAN TO A PREMIUM WI-FI PLAN?

Yes, this can be done pre-cruise using My Celebrity Cruise - \$7.99 per person per day or once Onboard at the iLounge - \$9.99 per person per day. Pre-Cruise pricing is always lower than onboard.

11. CAN CRUISE RATE ONLY GUESTS PURCHASE BASIC WI-FI?

No, only Premium Wi-Fi will be available for purchase beginning June 1, 2023.

12. WITH THE BASIC WI-FI PACKAGE, CAN I DOWNLOAD ATTACHMENTS/VIDEOS/PICTURES FROM MY EMAIL OR APPS?

No, the Basic Wi-fi is for texting in emails/apps. Guests wanting to download/stream content should consider the Premium Wi-Fi Package.

13. CAN I CONNECT TO A VPN (VIRTUAL PRIVATE NETWORK) WHEN USING WI-FI ONBOARD?

No, VPNs are not available. It's a network security restriction which prohibits this.

14. DOES PREMIUM WI-FI PACKAGE HAVE TO BE PURCHASED FOR THE DURATION OF THE CRUISE, OR DO GUESTS HAVE THE OPTION TO PURCHASE WI-FI PACKAGE FOR JUST A DAY OR TWO OF THEIR CRUISE?

Wi-Fi must be purchased for the duration of the cruise. However, if guests choose to purchase midway through the cruise, the packages are prorated and available for onboard purchase only.

15. ARE THERE ANY CHANGES TO CAPTAIN'S CLUB WI-FI BENEFITS?

No, Captain's Club Wi-Fi benefits will remain the same. Discounts can be used on packages or upgrades to Premium.

- Classic: 10%
- Select: 20%
- Elite: 30% + 90 complimentary premium minutes*
- Elite Plus: 35% + 240 complimentary premium minutes*
- Zenith: Complimentary Premium package

**Complimentary minutes must be used prior to any other Wi-Fi package, or they will be forfeited*