

Cathay Pacific offers complimentary Wi-Fi in First, Business class

- A Monitor Report

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Hong Kong : Customers travelling in First or Business class of Cathay Pacific can now enjoy complimentary Wi-Fi service onboard as part of the airline's latest efforts to improve the inflight customer experience.

Cathay Pacific has been providing complimentary Wi-Fi services to First class customers since 2022. The airline has now extended complimentary Wi-Fi to Business class customers on all connected aircraft. It will be further extending the service to Cathay Diamond members travelling in all cabins in November 2024.

About the development, Lavinia Lau, Chief Customer and Commercial Officer, Cathay Pacific, said, "With complimentary Wi-Fi now available to customers travelling in First and Business class, and coming soon to our Cathay Diamond members, they can stay connected in the air whether travelling for business or leisure."

Using the Wi-Fi, customers can check emails, browse the internet, stream audio, use social media and messaging apps and access cloud storage services, among others. Customers can connect with one device at a time, and can switch between devices at any time during their flight.

Customers in all cabins can enjoy complimentary access to all pages on cathaypacific.com and the Cathay Shop during their flight.

Over 90 per cent of Cathay Pacific's fleet is already equipped with Wi-Fi, including all long-haul aircraft. The airline plans to extend connectivity across its entire fleet by mid-2025.