

FAQs

Q: What is ~~On-board~~Onboard Wi-Fi?

A: Onboard Wi-Fi gives you wireless internet connectivity to your own personal device while you are on-board the aircraft. You can access ~~on-board~~Onboard Wi-Fi from your wireless-enabled laptop, tablet or smartphone devices to use web browsing and a variety of internet-enabled applications. Remember that you're traveling at a speed higher than 500 miles an hour, at over 30,000 feet and the internet connection and stability won't be the same as ~~it works~~on the ground. For all legal matters, refer to our Terms ~~& and~~ Conditions.

Q: How do I get online?

A: Every device is different but when instructed by the crew that On-board Wi-Fi is available, follow these general steps to get connected:

1. Enable ~~Wifi~~Wi-Fi on your mobile device while it is still ~~on-in~~airplane mode.
2. Connect to the 'Avianca' network from your device's ~~Wifi~~Wi-Fi settings page.
3. Open an internet browser on your device and you will be automatically redirected to the Onboard Wi-Fi home page. If you are not automatically redirected, type 'www.wifionboardavianca.com' into your web browser.
4. Accept the use of Cookies on the Onboard Wi-Fi portal.
5. Choose the package you wish to purchase
6. You will be directed to a payment page where you can choose your payment method.

Remember that you're traveling you're traveling at a speed higher than 500 miles an hour, at over 30,000 feet and the internet connection and stability won't be the same as it works on the ground. Enable cookies to have the best Onboard Wi-Fi experience.

Q: What happens when I do not see the ~~On-board~~Onboard Wi-Fi home page?

A: If the Onboard Wi-Fi home page is not automatically displayed on your device's browser, enter 'www.wifionboardavianca.com' in the browser's address bar and click enter. The ~~On-board~~Onboard Wi-Fi home page will then be displayed in your device's browser.

Q: What kind of devices and operating systems can connect to the Onboard Wi-Fi?

A: All you need is a ~~Wifi~~Wi-Fi-enabled device with an internet browser. Onboard Wi-Fi works with most laptops, tablets and smartphones, and supports Apple®, Android®, and Windows® platforms.

For best results, we encourage using these operating systems and browsers:

Mobile devices:

- iOS 10, iOS 11
- Android 6, Android 7, Android 8

Laptop/MacBook (x86/x64):

- Google® Chrome™ 65+ (March 2018)
- Safari® on Mac OS® X
- Mozilla® Firefox® 59.0+ (March 2018)
- Internet Explorer® IE 11
- Microsoft Edge

Q: How long will I be able to use the Onboard Wi-Fi session?

A: The Internet [session](#) is valid for the duration of the flight once the aircraft reaches 10,000 feet, and will end when the aircraft descends below this altitude. Your session duration will depend on which package you purchase.

Q: Is there a time limit per session?

A: The “Social and Email Plan” has a 2-hour limit, but the “Browse Plan” and “All Inclusive Plan” do not have a time limit. Internet access remains active for the entire flight when the aircraft is at cruising altitude. Please ensure that you purchase a new plan for any connecting flight. If there is a remaining allowance, it will not be transferable to another flight leg.

Q: Should I be able to access Internet any time during the flight?

A: [Onboard](#) Wi-Fi becomes available once the aircraft reaches a cruising altitude of 10,000 feet (3,000 meters) and the satellite connection is established. The cabin crew will indicate when the Wi-Fi service is ready for use on board.

The Onboard Wi-Fi portal screen will also indicate when the Wi-Fi system is available by switching from red to green.

Q: Why can't I access Onboard Wi-Fi when the aircraft is below 10,000 feet?

A: [Onboard](#) Wi-Fi is prohibited below 10,000 feet (3,000 meters) due to telecommunications regulations in certain jurisdictions.

Q: What can I do to improve my Onboard Wi-Fi experience?

A: Follow these recommendations to ensure the best possible Onboard Wi-Fi experience:

- Close applications in the background that you are not using
- When possible, use applications instead of the browser
- Allow cookies [in order](#) to enjoy the best possible Onboard Wi-Fi experience

Q: Can I switch internet access between devices or use it simultaneously on more than one device?

A: No, you cannot use the service on another device at the same time, or swap from one device to the other. If you purchase Wi-Fi on one device and wish to use it on another, you will need to purchase a new plan for the second device.

Q: Do I need to enable cookies?

A: Yes. We use them to remember details about your Wi-Fi session, which will give you the best possible Onboard Wi-Fi experience.

Q: Can I send and receive text messages using Onboard Wi-Fi?

A: Text messages can be sent and received on [Onboard](#) Wi-Fi using applications such as iMessage and WhatsApp. However, SMS text messaging services do not work as there is no mobile network coverage within the aircraft cabin.

Q: Can I use voice telephony (i.e. Skype, FaceTime) using my Onboard Wi-Fi service?

A: Yes! Access to voice over internet calling is available when you purchase an internet session in the "All Inclusive Plan". We kindly ask that you please mind and respect your fellow passenger neighbours when using this type of applications.

Q: Is video streaming possible [onboard](#) using my Onboard Wi-Fi service?

A: Yes, you can purchase the "All Inclusive Plan" to watch videos and films. This includes YouTube, Amazon Prime, Netflix, etc.

Q: Why can't I access certain content and/or websites?

A: We want to ensure that the Onboard Wi-Fi internet experience is appropriate to passengers of all ages. That is why some web content has been blocked according to a set of standard categories.

Please make sure that the content you are trying to access is appropriate and in line with our [Terms and Conditions](#). We kindly ask that you please mind and respect your fellow passenger neighbours when browsing the web.

Q: [Which](#) aircraft are currently equipped with the Onboard Wi-Fi service?

A: The service will be progressively rolled out on Avianca's international fleet, with modifications starting in the fourth quarter of 2018. Look for the Onboard Wi-Fi logo at the aircraft entrance and inside the cabin [indicating that](#) it is equipped with the service. If it is, you will also hear the

crew announcing the service, and can find a user guide in the seatback pocket with additional information.

Q: What are the payment options accepted?

A: You can use debit cards if they are supported by Visa or Mastercard, and credit cards supported by Visa, Mastercard, Diners and American Express.

Q: How can I get a receipt for my purchase?

A: A receipt will be emailed to the address you provide when you purchase the Onboard Wi-Fi service.

Q: How reliable is the Onboard Wi-Fi when there are multiple users?

A: The product is designed to ensure that the existing capacity is shared across all users [based on what has been purchased](#), so that each receive a reliable service regardless of how many are using the Onboard Wi-Fi at one time.

Comentado [MK1]: This suggests that on some purchase plans, the capacity is not shared across all users?

Do you mean "the existing capacity is shared across all users within the same purchase plan"?

Q: What happens if I close the Success page or get disconnected?

A: Open a new browser tab and enter 'www.wifionboardavianca.com'. If you have an active internet session, the portal will display the Success page. If you were disconnected, then the portal will display the Reconnect page. All you need to do is click [on](#) the 'Continue' button and you will be reconnected. You will not need to pay for the service again.

Comentado [ES2R1]: It's shared across all users, with capacity differing based on what they have purchased, i.e. browsing vs streaming. I've reworded a bit

Q: What can cause interruption in the Onboard Wi-Fi Service or prevent an internet connection from being established?

A: [The](#) Satellite Internet Service may be unavailable or interrupted because of one of the following reasons:

- The aircraft is below a cruising altitude of 10,000 feet (3,000 meters) or flying in restricted airspace
- The connection may be disrupted by certain weather conditions or aircraft structural blockage
- The Wi-Fi System is experiencing technical difficulties.

The Onboard Wi-Fi home page in your web browser always displays the service availability status.

Q: Who can I contact if I have a question/problem with my billing or need a refund?

A: You can email us at support@flysurfer.aero, or call on the following numbers to discuss any issues with Onboard Wi-Fi:

- Toll free number from cell phones and landlines within Colombia: (01 800) 518-9244
- Outside Colombia: +44 20 7728 1880

Find out more information about the refund process in our Terms and Conditions.