AIR INDIA BECOMES THE FIRST INDIAN AIRLINE TO INTRODUCE IN-FLIGHT WI-FI INTERNET ON DOMESTIC FLIGHTS

- *Starting 1 January 2025, in-flight Wi-Fi services available on all flights operated by Air India's A350, B787-9 and select A321neo aircraft.*
- *Wi-Fi is offered on a complimentary basis for an introductory period.*

GURUGRAM, 01 January 2025: Air India, India's leading global airline, today announced it has rolled out Wi-Fi internet connectivity services on board domestic and international flights operated by Airbus A350, Boeing 787-9 and select Airbus A321neo aircraft.

This makes Air India the first to offer in-flight Wi-Fi internet connectivity on flights within India, enabling travellers – flying for leisure or business – to stay connected to the internet during their flights, and to enjoy browsing, accessing social media, catching up on work, or texting friends and family.

"Connectivity is now an integral part of modern travel. For some, it is about the convenience and comfort of real-time sharing, while for others, it is about greater productivity and efficiency. Whatever be one's purpose, we are confident that our guests will appreciate having the option of connecting to the web and enjoy the new Air India experience on board these aircraft," said **Rajesh Dogra, Chief Customer Experience Officer, Air India.**

Accessible on Wi-Fi-enabled devices such as laptops, tablets, and smartphones with iOS or Android operating systems, the in-flight Wi-Fi will also allow guests to connect multiple devices simultaneously when above 10,000 feet*.

The deployment of Wi-Fi on domestic routes follows an ongoing pilot programme on international services operated by the Airbus A350, select Airbus A321 neo and Boeing B787-9 aircraft serving international destinations including New York, London, Paris and Singapore. As with the domestic offer, Wi-Fi is complimentary for an introductory period. Air India will progressively roll out the service on other aircraft in its fleet over time.

How travellers can access Wi-Fi on board Air India flights:
- Enable Wi-Fi and go to Wi-Fi settings
- Select the 'Air India Wi-Fi' network
- Once redirected to the Air India portal on the default browser of the device, enter the required details such as PNR and last name
- Access complimentary internet service

* In-flight Wi-Fi connections depend on factors such as satellite connectivity, overall bandwidth usage, routes, and government restrictions.

About Air India group

The Air India group – comprising of full-service global airline Air India and low-cost regional carrier Air India Express – is spearheading a new era of Indian aviation. The Air India story began in 1932 when JRD Tata piloted the airline's inaugural flight and opened the skies for aviation in India. Today, Air India group employs more than 30,000 people, operates over 300 aircraft and carries customers to 55 domestic and 48 international destinations across five continents.

Returning to the Tata Sons in 2022 following 70 years under Government ownership, Air India group is in the midst of a five-year transformation program, Vihaan.AI. As part of the transformation, Air India placed the then largest-ever order for 470 new aircraft in 2023. In 2024, sister airlines Air Asia India and Vistara were successfully merged into Air

India Express and Air India respectively, and the Airline opened South Asia's largest aviation training academy. A new flying school is scheduled to open in 2025, and construction of a greenfield maintenance base, to be operational in 2026, is underway. In addition to receiving new aircraft, all existing aircraft are progressively undergoing a full interior refit.

With transformation underway across all facets of the business and India's rich legacy of hospitality, Air India is committed to being a world class global airline with an Indian heart.

For more stories on Air India, visit http://www.airindia.com/newsroom

PRESS CONTACTS

Air India
Swatee Dobriyal
swatee.dobriyal@airindia.com

Air India Press Office
Ranjini Majumdar
airindia@adfactorspr.com