

To : MH APPOINTED AGENTS
From : Regional Manager, Sales UK & Europe
Date : 29 Nov 2023
Ref : MY/RSMA/2023/11/002

Dear Valued Trade Partners,

RE: COMPLIMENTARY WI-FI FOR ALL PASSENGERS

Malaysia Airlines is delighted to extend unlimited complimentary Wi-Fi to passengers across all travel class who are flying on selected widebody aircraft equipped with internet connectivity effective immediately.

This enhancement follows the airline's complimentary in-flight Wi-Fi offering introduced on 1 July 2023 for Business Suite and Business Class passengers, as well as Enrich Platinum members, including those seated in Economy Class, with a data cap of 100 MB per sector.

With this new enhanced offering, passengers including those travelling in Economy Class and non-Enrich members will no longer be required to subscribe to the airline's pay-per-use Wi-Fi.



Please find below product details: -

Cabin / ENRICH Tier	Current (1July23 – 31Oct23)		Revised (01Nov23 onwards)
	Business Suite Business Class	Economy Class	Business Suite Business Class Economy Class
Enrich Platinum	100 MB	100 MB	<ul style="list-style-type: none"> • Unlimited data • Messaging and surfing only
Enrich Gold/Silver/Blue	100 MB	Not eligible	
Non-Enrich	100 MB	Not eligible	

Cabin / Class	ALL cabin classes
Sector	ALL MH sectors
Aircraft Types	All A350 and selected A330 aircrafts
Steps to connect wi-fi	<ol style="list-style-type: none"> 1. Switch on Flight Mode and enable Wi-Fi on your device. 2. Connect to “MHconnect” Wi-Fi network

Frequently Asked Questions (FAQs)

1. Who is eligible for enhanced Complimentary Wi-Fi offering?

This is available for all cabin class passengers who are flying in aircraft with Wi-Fi: MHconnect.

2. How long will this enhanced complimentary Wi-Fi offer last?

The enhanced complimentary Wi-Fi offering would go live on 01 November 2023 till further notice.

3. In case the Wi-Fi is unavailable, are the passengers entitled to any form of compensation?

No compensation will be paid out as this is a service enhancement.

4. How to access the enhanced Complimentary Wi-Fi?

Eligible passengers can access the Complimentary Wi-Fi by logging in to MHconnect portal.

5. Are there any limitations to the Complimentary Wi-Fi?

Yes. The enhanced complimentary Wi-Fi offer could only cater for unlimited data, messaging & surfing. Nevertheless, video streaming not supported.

6. Can complimentary Wi-Fi be used on multiple devices?

Yes.

7. Is Complimentary Wi-Fi offered to Charter flights as well?

Yes. It is applicable for all flights with connectivity.

8. Is the Roaming service still accessible to passengers?

Yes. The roaming service remains available without any changes.

Should you have any further questions, please contact your Malaysia Airlines Account Manager.

We thank you for your continuous support and look forward to welcoming you onboard soon.

Thank You

Daniel Bainbridge

Regional Manager, Sales UK & Europe