

# Le Wifi

## InOui: Our expertise in onboard WI-FI

02/11/2018



# EXPERTS IN ONBOARD WI-FI

## Challenges and results

### Our promise: providing seamless connectivity at 300 km/h

- We're deploying technically challenging solutions to keep passengers connected as they travel at lighting-fast speeds.
- How we're delivering on that promise:
  - negotiating bandwidth purchase agreements with mobile network operators
  - fitting our trainsets with systems that convert the signal from mobile phone masts into onboard Wi-Fi
  - providing a Wi-Fi login portal that all our customers can use, no matter what mobile network they're on.

### Results:

- **300 high-speed trainsets** with onboard Wi-Fi connectivity
  - **124 km of fibre-optic cable** in our trainsets
  - **18,000 Wi-Fi access points** in carriages across our fleet
- 12 million passengers have used onboard Wi-Fi on our high-speed trains since we launched the service in December 2016.

# EXPERTS IN ONBOARD WI-FI

## Negotiating bandwidth purchase agreements

- We rely on the existing mobile network to provide Wi-Fi on board our trains.
- We've negotiated special agreements with mobile network operators to deliver enough coverage and bandwidth so that all our customers can enjoy seamless connectivity as they travel with us. We regularly review how passengers use the service and adjust our agreements accordingly, and we've installed extra masts along some of our high-speed lines to make sure our bandwidth meets demand.
- We monitor bandwidth allocation to make sure we're getting the best value for money, and we work closely with our partner operators and technology companies to maintain a high standard of service on high-speed lines covered by our onboard Wi-Fi guarantee (see map opposite).
- For the lines marked in red on the map, our agreements include special coverage and bandwidth commitments. Onboard Wi-Fi on our other lines is dependent on network coverage.



- Guaranteed service (outside tunnels)
- - - Service dependent on network coverage

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## Fitting onboard systems to our trainsets

- We fit every trainset with **systems** that convert **the signal from mobile phone masts** into **onboard Wi-Fi**.
- We organized our operations as follows to carry out this demanding work:
  - a **joint operations centre** to ease communication between our teams
  - **eight fit-out lines** working in parallel across **five sites**
  - **two and three eight-hour shift patterns** to make sure our rolling stock teams hit our time-to-market goals.
- These special arrangements meant we were able to outfit each trainset in just five days—and keep our high-speed services running.



# EXPERTS IN ONBOARD WI-FI

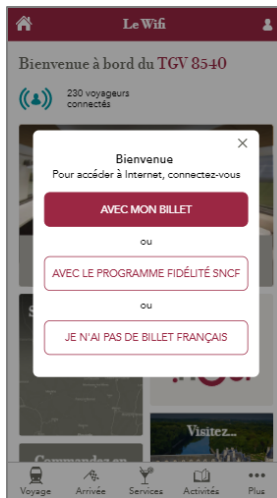
## Wi-Fi login portal—mobile version

Passengers use the portal to log in and enjoy our complimentary onboard Wi-Fi service, no matter what network they're on. It's also the place where customers can get information about their journey and access a range of special services.

Our dynamic landing page shows information and services relevant to that particular train (onboard café-bar, iDCAB taxi and chauffeur-driven car service, etc.).



Passengers have several ways to log in and get online.



Once they've logged in, they can see how much of their data allowance they've used.



Passengers enjoy a custom experience depending on where they're travelling to (and, in the near future, their fare code).

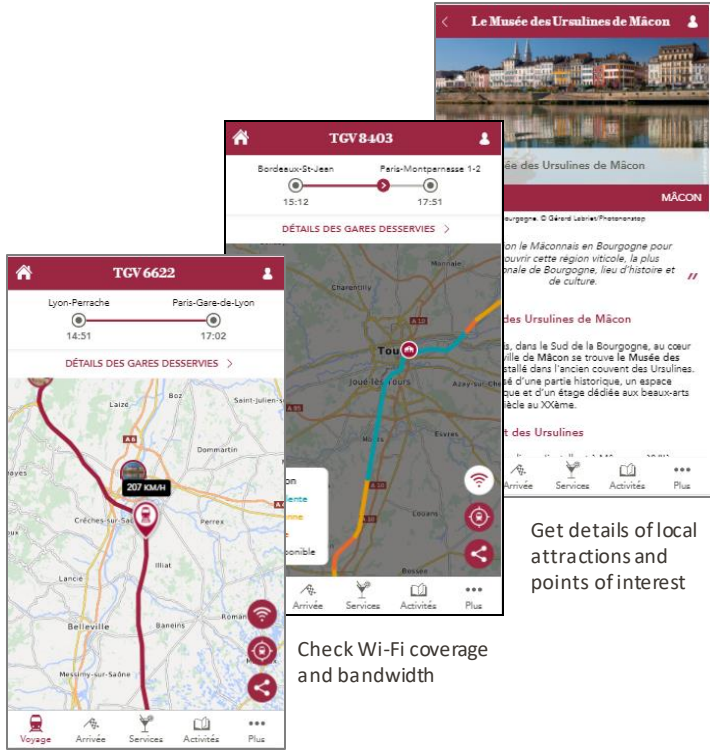
Data and bandwidth allowances differ according to the passenger's fare class (according to how much they paid for their ticket).

The bar shows how much data the passenger has left. The allowance is reset every hour.



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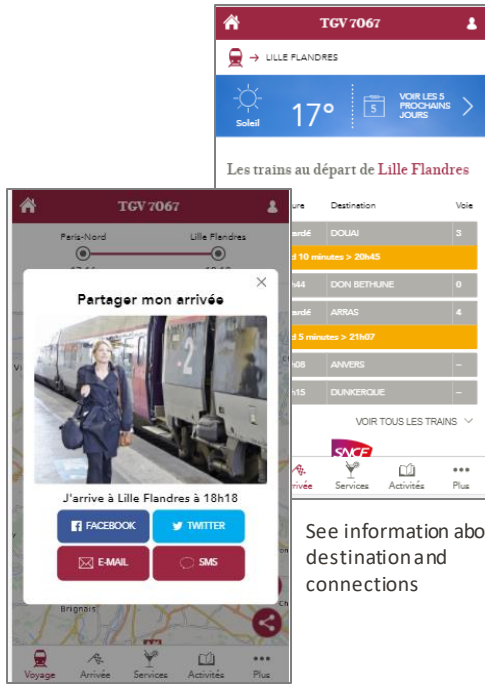
## Wi-Fi login portal—service overview



Check real-time travel information on a multi-layered map

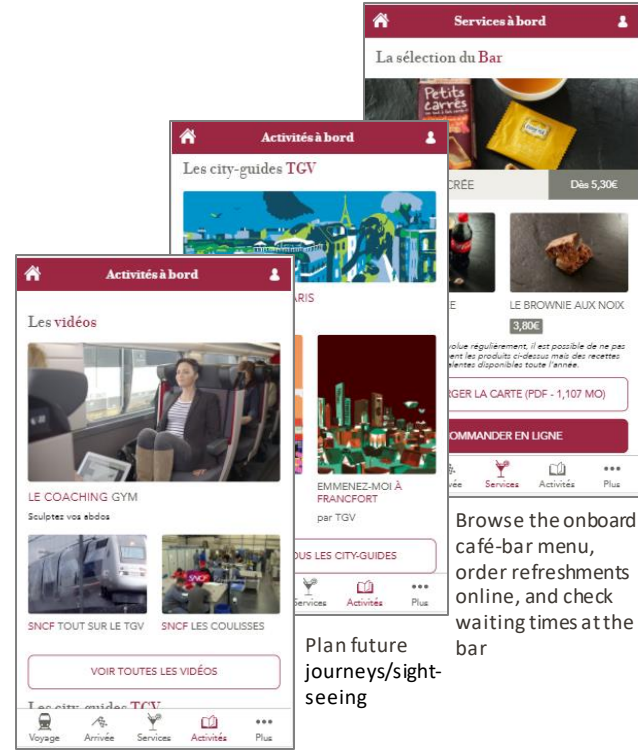
Check Wi-Fi coverage and bandwidth

Get details of local attractions and points of interest



Let family and friends know arrival times

See information about destination and connections



Watch training videos

Plan future journeys/sight-seeing

Browse the onboard café-bar menu, order refreshments online, and check waiting times at the bar

