VIASAT JETXP SURPASSES 400 CUSTOMERS, REDEFINING BUSINESS AVIATION CONNECTIVITY

News / Business aviation



Viasat JetXP, its next-generation business aviation connectivity service, has been selected by more than 400 customers since becoming commercially available at the end of last year. JetXP builds on Viasat's market reputation for delivering consistent, reliable and seamless global connectivity, complemented by the white-glove customer service and 24/7 support of its distribution partners - Collins Aerospace, Gogo (Satcom Direct) and Honeywell. The service also introduced a range of premium benefits, such as uncapped speeds, increased network prioritization and expanded capacity.

It has been developed following extensive consultation with customers, partners and research agencies, in addition to detailed analysis of usage trends over recent years. The results indicated that expectations around business aviation connectivity have evolved considerably. Traditional speed-based plans are now outdated, especially those that advertise a top-speed without details around when, where and how frequently it will be achieved. Instead, the business aviation industry has broadened its focus to the overall experience.

Kai Tang, Head of Business Aviation at Viasat, commented: "JetXP offers our best ever in-flight

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broadband experience for business aviation customers and has received a hugely positive response since launching in October last year. Hundreds of business aviation customers have already signed up and reported an even higher quality of experience and snappier internet, wherever and whenever they fly. While we're consistently seeing speeds that exceed 100Mbps over Europe and other regions, we are well aware that speed tests are just one element of what makes a superb connectivity experience. Our most sophisticated users recognize that the overall experience matters more than simple speed tests and that's where JetXP really excels.This sentiment around overall experience has also been reflected by insights from our annual industry survey, which asked business aviation professionals around the world to share their views on in-flight connectivity. The results found that reliability, coverage, consistency and overall experience – including white-glove customer service and 24/7 global support – are more important factors. This reflects the market's understanding that beyond a certain bandwidth threshold, high speed tests do not reflect the actual passenger experience."

JetXP service plans are available today using the Honeywell JetWave and Gogo Plane Simple Ka-band terminals. JetWave is certified on all large cabin jets and has established itself as a trusted, proven solution to access Viasat connectivity over the past decade. The new Gogo Plane Simple Ka-band terminal is also now available for installation and uses advanced technology and lightweight designs with fewer line-replaceable units to optimize performance, reduce costs, and simplify installation and maintenance. It has received Supplemental Type Certificates for aircraft including Gulfstream's G650ER, G650, G550, GV and G280, with other key airframes expected in the coming months.

A third terminal, Honeywell JetWave X, will enter service later this year and deliver a smaller, lighter and more advanced version of the existing JetWave terminal. Suitable for a broad range of aircraft, from super-midsized to large cabin business jets, JetWave X offers an easy installation path for operators. Honeywell has already signed a number of strategic line-fit and retrofit agreements with leading OEMs for the terminal, including Bombardier and Dassault, with more expected over the course of this year and beyond. A straightforward upgrade path is available for customers migrating from JetWave to JetWave X, involving only minor structural and wiring modifications with minimal downtime and disruption.

"JetXP is taking in-flight broadband to the next level by unleashing the full power of our global Ka-band network. As a result, business jet travelers can use even more of their devices simultaneously to access the most data-hungry applications, including high-definition video conferencing, content streaming and bulk file transfers, for an enhanced onboard experience across flight routes, from the busiest airports to the most remote locations. Our continued innovations will keep us one step ahead of customer needs, as they continue to evolve in the long-term. What's equally important is that, while new terminals will advance the ability to make the most of our network, we will continue to support customers with original hardware well into the future," said Tang. "JetXP also plays a key role in harmonizing Viasat's business aviation service offering, following the acquisition of Inmarsat. Importantly, it brings our legacy Jet ConneX and Viasat Ka services together under one unified brand. And it truly offers the best of both worlds, marrying a range of combined strengths: from our global coverage and powerful capacity to our advanced network management techniques, trusted expertise and world-class innovation. We also continue to invest heavily in customer support for our partners, ensuring they have the best tools and resources necessary to provide a reliable and robust connectivity experience."

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