

News Release



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AMTRAK WI-FI GETS BETTER SPEEDS AND CONNECITIVITY 4G upgrade improves performance and passenger experience

WASHINGTON – Amtrak has upgraded its [AmtrakConnect](#) cellular-based Wi-Fi service to take advantage of 4G technologies that are improving performance and enhancing the passenger experience.

The 4G upgrade is already complete on [Acela Express](#) and the California-supported [Capitol Corridor](#), [Pacific Surfliner](#), and [San Joaquin](#) services, and will be rolled out to all remaining Wi-Fi equipped Amtrak trains by late summer, including the [Northeast Regional](#).

“We continue to place a strong focus on improving customer satisfaction, and this upgrade is delivering the improved speeds and connectivity required to maintain a competitive edge,” said Deborah Stone-Wulf, Amtrak Chief, Sales Distribution and Customer Service.

Acela passengers have already been noticing a positive improvement in performance and have been commenting publically through social media.

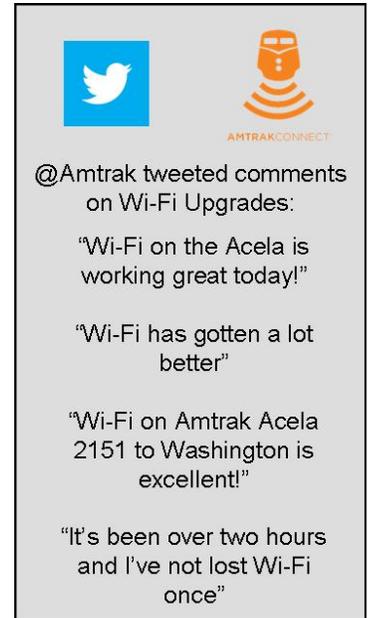
Stone-Wulf explained that AmtrakConnect continues to be provided at no additional cost, is available on trains that serve 75 percent of Amtrak passengers, and routinely supports between 30 and 50 percent of passengers on a given train.

While cellular upgrades to 4G are improving the service, the onboard demand for data continues to grow. To maximize the Wi-Fi experience for passengers, data-heavy activities that can slow everyone down, such as streaming video and music, and file downloads larger than 10MB, will continue to be restricted. This will ensure high-volume data users onboard the train are not able to degrade the Internet experience for others.

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