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### Stay in Touch

With advanced digital Airfone Service, you have an airborne office that's equipped to manage business as easily as from ground level -- with services you can depend on. Staying in touch when you travel is easy! Available on many airlines, Airfone Service offers voice, data & fax calling to and from the aircraft. You'll learn all about our service, and we'll keep you up-to-date on our latest money-saving calling programs for frequent fliers.

Calls can be placed at the gate, during take-off, landing, while in-flight and even while the plane is on the ground at most major airports. (In some cases, airport communication transmissions prevent the availability of Airfone Service).

You can rest easy knowing your communications link to the outside world is there for you... from the time you stow your bag in the overhead compartment to when the flight attendant announces that it's time to deplane.

Whether you're travelling for business or pleasure, Airfone Service can help you travel smart. Read the latest [Airfone Success Stories](#) and find out how you can receive a complimentary call card worth thirty minutes.

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## Airfone Success Stories

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### Verizon Airfone Aids in Saving Road Warrior's Life

**Verizon Airfone recently reminded us all of the power of inflight communications and wireless technology at 35,000 feet.**

During Erin (Mack) McKelvey's flight from Los Angeles to Washington, D.C. on United Airlines, she suffered what doctors later diagnosed as a life-threatening pulmonary embolism. There wasn't a doctor on-board but pilot Captain John Heroux connected good-samaritan passenger James Addington to a doctor on the ground via Verizon Airfone service.

Using Verizon Airfone, passenger Addington reported McKelvey's vitals to the doctor, who initially surmised a less threatening condition. At the same time, Pilot Heroux was evaluating emergency landing options. Then McKelvey's vitals worsened requiring an immediate landing in Kansas City. Emergency room doctors later said McKelvey wouldn't have survived without the Verizon Airfone communications available to the pilot, good-Samaritan and medical personnel.

Because the plane and medical expertise was connected with Verizon Airfone service, McKelvey is alive today. She says, "I feel so much comfort now knowing how United leverages Verizon Airfone for more than just to let a loved one know you'll be late/early. I now credit them for providing a lifeline to the ground, enabling a professional and an "angel" to save my life."

McKelvey has nominated Verizon Airfone, passenger Addington and pilot Heroux for a VITA award. Since 1993, The Wireless Foundation's VITA Wireless Samaritan Awards have recognized the outstanding public service of individuals who use wireless technology/devices to save lives, stop crimes and quickly request help in emergencies. A select panel of individuals from law enforcement and emergency response services judge nominees from across the country. Award winners will be announced early this summer.

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## Coverage Area

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### North American Service

Verizon's ground station network allows calls to be placed to anywhere in the world while flying over the contiguous U.S., southern regions of Canada, Mexico and within 200 miles of the U.S. coastline. And because the intelligent digital ground network tracks flights and passes calls from one station to the next without interruption, you can expect a clear connection - no matter how long you're on the phone.

#### Airfone® Service North American Terrestrial Network



### Satellite Service

When flying out of range of the ground station network, calls can still be placed on airlines equipped with Satellite Service.

### Complete City Listing

#### United States

- Alabama:** Birmingham
- Arizona:** Phoenix, Winslow
- Arkansas:** Pine Bluff
- California:** Blythe, Los Angeles, Red Bluff, Oakland, San Diego, San Jose (to be completed in 1999), South San Francisco, Visalia
- Colorado:** Colorado Springs, Denver, Hayden
- Florida:** Ft. Lauderdale, Miami, Orlando, Tallahassee, Tampa
- Georgia:** Atlanta, St. Simons Island
- Idaho:** Blackfoot, Caldwell
- Illinois:** Chicago, Kewanee
- Indiana:** Ft. Wayne
- Iowa:** Des Moines
- Kansas:** Garden City, Witchita
- Kentucky:** Louisville
- Louisiana:** New Orleans, Shreveport
- Maine:** Bangor
- Maryland:** Baltimore (to be completed in 1999)

**Massachusetts:** Boston  
**Michigan:** Detroit  
**Minnesota:** Minneapolis  
**Mississippi:** Meridian  
**Missouri:** Kansas City, Springfield, St. Louis  
**Montana:** Lewistown, Miles City, Missoula  
**Nebraska:** Grand Island, Ogallala  
**Nevada:** Las Vegas, Reno, Tonopah, Winnemucca  
**New Mexico:** Alamogordo, Albuquerque, Aztec, Clayton  
**New York:** New York, Utica  
**North Carolina:** Charlotte, Greensboro, Wilmington  
**North Dakota:** Dickinson  
**Ohio:** Cincinnati, Cleveland, Columbus  
**Oklahoma:** Warner, Woodward  
**Oregon:** Albany, Klamath Falls, Pendleton, Portland  
**Pennsylvania:** New Cumberland, Philadelphia, Pittsburgh  
**South Carolina:** Charleston  
**South Dakota:** Arberdeen, Mitchell, Rapid City  
**Tennessee:** Elizabethton, Memphis, Nashville  
**Texas:** Dallas/Ft. Worth, Houston, Lubbock, Monahans, San Antonio  
**Utah:** Abajo Peak, Delta, Escalante, Green River, Salt Lake City  
**Washington:** Seattle, Spokane  
**Washington D.C**  
**West Virginia:** Charleston  
**Wisconsin:** Milwaukee, Stevens Point  
**Wyoming:** Riverton

#### Canada

Broadview, Calgary, Edmonton, Ft. Francis, Halifax, Herbert, Kelwona, Montreal, North Bay, Sault St. Marie, Sidney, St. Johns, Thunder Bay, Toronto, Vancouver, Winnipeg, Broadview, Calgary, Edmonton, Ft. Francis, Halifax, Herbert, Kelwona, Montreal, North Bay, Sault St. Marie, Sidney, St. Johns, Thunder Bay, Toronto, Vancouver, Winnipeg,

#### Mexico

Cancun, Chihuahua, Culican, Durango, Guadalajara, Hermosillo, Matamoros, Merida, Mexico City, Monterrey, Oaxaca, Obregon, Puerto Penasco, San Luis Potosi, Tampico, Versacruz, Villahermosa,



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## Seatback telephones in planes to be pulled

By MARY C. SCHNEIDAU  
The Atlanta Journal-Constitution  
Published on: 07/05/06

You know those seatback phones on airplanes? They're going the way of pillows and hot meals in coach. They're disappearing.



(ENLARGE)

Airplane seatback telephones never really caught on.

anybody use it."

It may not have been popular because it was expensive, Trippler said. Customers paid a \$3.99 access fee and up to \$4.99 a minute. A quick check-in with the home office or a relative could easily run \$30 and up.

Roger Entner, a wireless industry analyst with the Boston-based Ovum consulting firm, said passengers are not interested in voice access alone and that any successful in-flight service has to include Internet access.

Still, Verizon is not hurt by the end of Airfone's commercial service, Entner said.

"It's a side business," he said. "Revenue-wise it should be a rounding error."

Airfone, which Verizon acquired in 2000 when it bought GTE, installed the first seatback telephone in 1987. Other companies, including AT&T, had seatback phone service, but dropped it by 2002.

There are 58 Delta planes with the phones, airline spokeswoman Gina Laughlin said.

Delta was getting rid of the phones before Airfone decided to end service. About 400 Delta planes had the phones at one time, she said, but the airline started to remove them during renovations.

There was a decreased demand for the service because Delta allows passengers to use cellphones as planes taxi to gates, Laughlin said. The airline also wanted to remove the phones because of their extra weight, which contributes to fuel consumption.

Airfone will continue its service in general aviation, where about 3,400 aircraft have the phones, Pilcher said. He would not say whether Verizon is thinking of selling Airfone, only that it "has a variety of options for that side of business." The company has not decided what will happen to Airfone's 140 employees.

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# Airline grounds in-flight phone service

By [Sam Ames](#)

Staff Writer

Published: February 6, 2002, 4:20 PM PST

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**Airlines are throwing away those phones built into the seats, and they're blaming it all on cell phones.**

American Airlines will discontinue its AT&T in-flight phone service by March 31, a spokesman for the airline said Wednesday.

"Almost since their installation in 1996, we've seen a dramatic decrease in the use of these phones," said American Airlines spokesman Todd Burke, who added that the service averages about three calls a day per aircraft.

Southwest Airlines started removing AT&T phones from its planes Aug. 1 last year.

"We've noticed with the prevalence of cell phones that passengers just weren't using the in-flight service," said Beth Harbin, a spokeswoman for Southwest, which allows passengers to make mobile phone calls until the aircraft doors close before takeoff.

The phone service on American costs \$2.99 to connect a call to AT&T's land-based network and then charges \$7.60 a minute, plus tax, substantially more than the cost of a cell phone call in an airport terminal.

Burke would not say when the decision was reached, only that AT&T and American jointly decided to halt the service recently.

American will stop the service by March 31 and then take steps to remove the phones from its airplanes.

The airline will keep other communication services working. Passengers on Boeing 777 and Boeing 767-300 aircraft, which mainly fly international routes, will continue to offer an in-flight phone service that connects to an orbiting satellite for a \$5 connection fee and a rate of \$10 a minute.

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