



PRESS RELEASE

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SEAFARERS WELCOME ELCOME'S NEW PAY-AS-YOU-GO HIGH SPEED INTERNET SERVICE

Elcome International's new high-speed internet service, WELCOME, is revolutionising the way ship managers provide internet access at sea, with more than 30,000 seafarers using the pay-as-you-go service since its market introduction in September 2024.

With options to purchase data packs or monthly plans from as little as US\$1.65 per gigabyte, WELCOME Maritime Wi-Fi provides crews with immediate, direct access to a high-speed, low-latency internet service. The service removes the need for ship managers and administrators to invest in expensive network infrastructure, distribute internet vouchers and access codes, or impose usage restrictions that limit access.

"WELCOME is true broadband service at sea at very competitive prices," said Elcome's Senior Manager of Connectivity, Asneed Ameer. "This service enables seafarers to purchase affordable data plans themselves, providing independent access without depending on the ship's network. Seafarers will always be able to communicate with their loved ones back home at any time, and at a price comparable to roaming 4G data costs."

Once Elcome's plug-and-play hardware kit is installed, crew members join the WELCOME.online Wi-Fi hotspot using their devices to create an account and select an internet package that suits their needs. Users then receive an access code which can be used across multiple devices.

"Crew members can use a single data pack with multiple devices, monitor their usage and purchase additional data when required, with any remaining data retained when they move between WELCOME-equipped vessels," said Ameer.

Capable of providing bandwidth of more than 2Gbps with the capacity to support up to 10,000 Wi-Fi or LAN-connected devices simultaneously, all ship types benefit from an isolated internet service that works in parallel with the ship's existing communications infrastructure.

As all crew web traffic is routed exclusively through WELCOME, the ship's network remains available for enhanced operational use. WELCOME technology also mitigates cybersecurity risks. Additionally, no capital expenditure or operational costs are required, and installation and activation take less than a day.

Elcome's Managing Director Jimmy Grewal said that by empowering crews with high-speed, independent internet access, they benefit from a more positive experience at sea.

"Quality internet access is now considered a basic human right and connectivity is directly linked to seafarer happiness," he said, referring to the latest Seafarer Happiness Index (SHI) published by the Mission to Seafarers.



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“One of the key takeaways from the Q4 2024 report is that poor-quality internet access and slow-speed connectivity continue to have a detrimental impact on seafarers’ wellbeing and morale.”

Published in February 2025, the latest report indicates that connectivity issues have worsened, with the Happiness Index sliding 0.33 points since Q3 2024.

Major issues include infrastructure problems, bandwidth limitations, inconsistent connection quality, and privacy concerns, with the Mission to Seafarers stating that “improvements to the quality and consistency of connectivity would significantly enhance the seafarer experience, reducing feelings of isolation”.

Amendments to the Maritime Labour Convention (MLC), meanwhile, entered into force in December 2024, making mandatory the provision of “regular and reliable” internet access as a way of improving mental health and work-life balance.

“Affordable, high-speed connectivity has become increasingly important for crew welfare, and we now provide a solution that addresses this need,” said Grewal. “With WELCOME, shipmanagers are not only providing the support seafarers need in a post-pandemic world, but installation also ensures that ships are MLC compliant at Port State inspection.”

Elcome is offering its WELCOME Pro kit, comprising a Starlink terminal, an eight-port network switch, two high performance Wi-Fi access points, and the WELCOME Gateway, at no cost to qualifying vessels.

The WELCOME service is available in all international waters and in the territorial waters of over 120 countries, offering bandwidth of over 220 Mbps and an average latency well below 99ms.

Since its market introduction, owners and operators of more than 1,000 vessels have committed to deploying WELCOME, and users are consuming an average of nearly 1 GB per day. [ENDS]

Editor’s notes

Journalists and editors are invited to meet with the Elcome executive team and learn more about WELCOME Wi-Fi during the Sea Asia trade fair which takes place from the 25th March at Singapore’s Marina Bay Sands. Visitors to BOOTH B2-L30 will be able to see the WELCOME Wi-Fi as part of an informative briefing on this important new development.



About Elcome International LLC

Elcome was founded in 1970 and is one of the world's leading maritime companies with a diversified portfolio of technologies, solutions and services. The company is headquartered in Dubai and maintains 31 offices in 15 countries extending from North America to Southeast Asia, with a total of more than 500 employees. Elcome is the authorized sales and service representative for world-leading OEMs across defense, energy, marine and yachting industry segments and is also a leading system integrator responsible for many vital land-based, offshore and national security projects in the Middle East and Southeast Asia. Elcome also operates an FTA-approved training center and bridge simulator in Dubai offering training and certification for operators and bridge officers. For more information, visit <https://elcome.com>

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