

## Q&A KLM Media App

### KLM Media App

This app is the digital version of the “Newspaper Trolley” previously offered on ICA flights in economy class. The paper press service was discontinued as of 26 March. There are still papers available in the World Business Class and Europe Business Class. Some customers will experience this as a loss and will therefore be offered the KLM Media App as a replacement. But passengers who frequently fly within Europe will see the KLM Media App as a new and extra service, since they did not have papers on board in economy before. The app went live as a pilot project on 11 October 2016.

#### When can I use this service?

All passengers who fly with KLM (including all flights with a KL flight number) can use the app.

#### Do I have to pay for this service?

The KLM Media App is completely free. However, you must have a valid KL booking code. The app is a digital newspaper to read during your flight.

#### Why do I need to enter my booking code?

The app is meant as reading material for during the flight. So you cannot use the app to download newspapers if you’re not flying with us.

#### Is the app for Apple or IOS?

You can use the app for both systems.

#### Can I use the app on my iPad?

Yes, you can also download the app on your iPad.

#### How many newspapers can I download?

The number of downloads depends on your travel class and tier level.

Cabins	Status	Credits		
		Unlimited	4 newspapers	2 newspapers
<b>Business class</b>	All customers	x		
<b>Economy class</b>	Skytime Elite and Elite Plus members	x		
	Flying Blue Ivory Members		x	
	All other customers			x

Basically, passengers who fly in Economy Class can download two newspapers, but they can download four in Ivory. Passengers flying in Business Class enjoy unlimited downloads, which also applies for the gold, silver and platinum levels.

**When were the printed papers discontinued?**

Printed papers were discontinued with effect from 26 March in economy class

**Is there any way I can still get a paper version, because I don't like reading from an app?**

That is only possible in Business Class (WBC and EBC). Printed papers were discontinued in Economy Class with effect from 26 March.

**What newspapers are available on the app?**

You can download more than 20 newspapers: Le Monde, The Wall Street Journal, USA today, Die Welt, El Pais, Telegraaf, International New York Times, Financial Times, China Times, L'Equipe, Les Echos, The Independent, Handelsblatt, Financieel Dagblad, Volkskrant, Trouw, AD, Het Parool, Diario de Noticias, El Periodico, Al Hayat Newspaper and Asharqalawsat.

**Are any magazines available?**

You can also download the Holland Herald, Madame, AF magazine, Skyhigh, Chinanews Weekly, Reizen Magazine, Time, Der Spiegel and Luchtvaartnieuws Magazine on the app.

**How long is the content available to read?**

The content stays available. You have to delete it yourself.

**KLM Media App phone covers**

**Who will receive the covers?**

The first 500 people that submit their email address within the context of the KLM Media App online campaign ([klm.com/media-app](http://klm.com/media-app)) will receive a cover by post.

**How will the phone covers be distributed?**

After submission of their email address, the first 500 people will be contacted by email for their address data. The phone covers will be sent by post to their postal address.

**Are there any costs involved?**

This is a complementary gift from KLM. The phone covers will be sent by post free of charge.

**Can KLM employees get a phone cover?**

No, KLM employees are excluded because there are only a limited number of complimentary covers.

**Are the covers made from old inflight newspapers?**

Yes, the phone covers are made from old inflight newspapers, combined with a limited number of other eco-friendly materials.

**Are the phone covers suitable for all smartphones?**

No, the phone covers are only suitable for the iPhone 6/7 and Samsung S6/7.