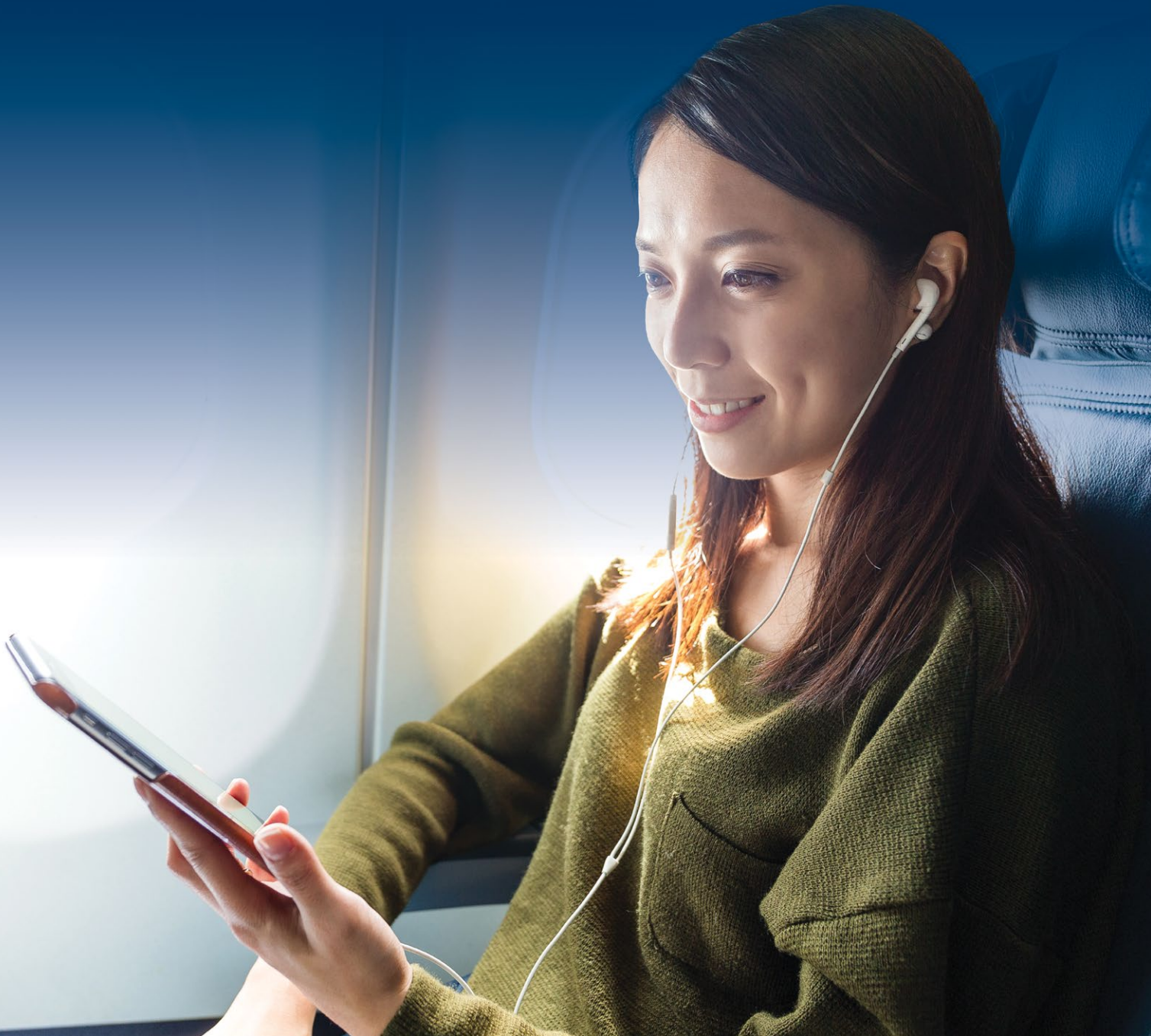




Intelsat Passenger Experience

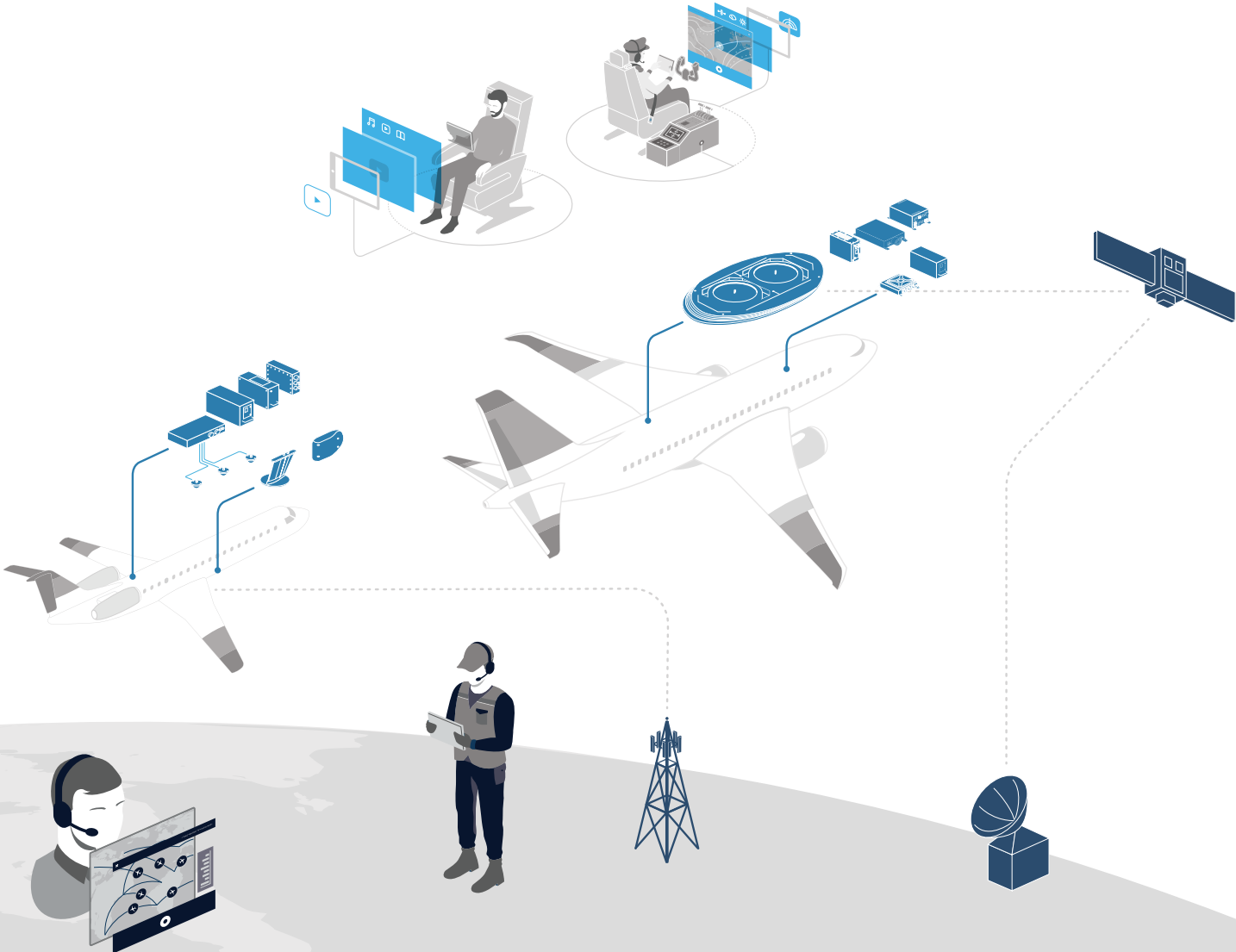


Intelsat Global Connectivity Solution

The global coverage and scalable capacity of the Intelsat Global Network enables streaming-quality Wi-Fi and Live TV to the entire cabin. Our access technology features a unique dual-phased-array antenna and proprietary modem for unsurpassed performance and industry-leading system availability. Intelsat can also help you efficiently manage the bandwidth you need to provide the service you want so you get the most out of your investment.

Intelsat's open architecture design leverages today's Ku-band satellites and offers future-ready performance with high-throughput satellites (HTS). This allows Intelsat Commercial Aviation to deliver on the coverage and capacity needs for commercial airlines with global flight routes today—and tomorrow.

The Intelsat Commercial Aviation Portfolio delivers best-in-class inflight experiences through powerful, integrated onboard systems, aero networks, and support.



Inflight Experiences

Connectivity Services

Wi-Fi Internet Packages
Onboard Portal / Unified Onboard Portal / Onboard Portal Manager
IFC to Seatback Integration

Entertainment Services

Wireless Inflight Entertainment
Inflight Live TV

Connected Aircraft Services

eEnablement
Aircraft Data Access
Partner App Manager

Onboard Systems & Software

Access Technologies

2Ku global satellite access
ATG4 North American ground access

Onboard Experience

Onboard Experience (OX) Platform

In-cabin Network

2Ku In-cabin Wi-Fi Network
ATG4 In-cabin Wi-Fi Network

Aero Networks

Global Ku Satellite

Global Ku Aero Network

NA Regional ATG

Regional North American Air-to-Ground Network

Operational Support

In-service Maintenance

Aircraft Technical Services (ATS)
Transmitting Portable Electronic Device (T-PED) Testing
Tools (Onboard Maintenance App)
Training (Line Maintenance Training, Train the Trainer)
On-site Line Maintenance Support (FSRs)
Operations Control Center (OCC) Support
Customer Care
Intelsat Sphere
Wi-Fi Onboard System Health

Prototype

Aircraft Technical Services (ATS) (STC, EO, De-mod)
Telecommunications Agency Certification

Production Installation

On-site Installation Support
Tools (Procedural Config and Testing (PCAT) Tool)
Training (Wi-Fi Crew Training, Installation Training)
Sustaining Engineering Services (STC)

Our airline partners

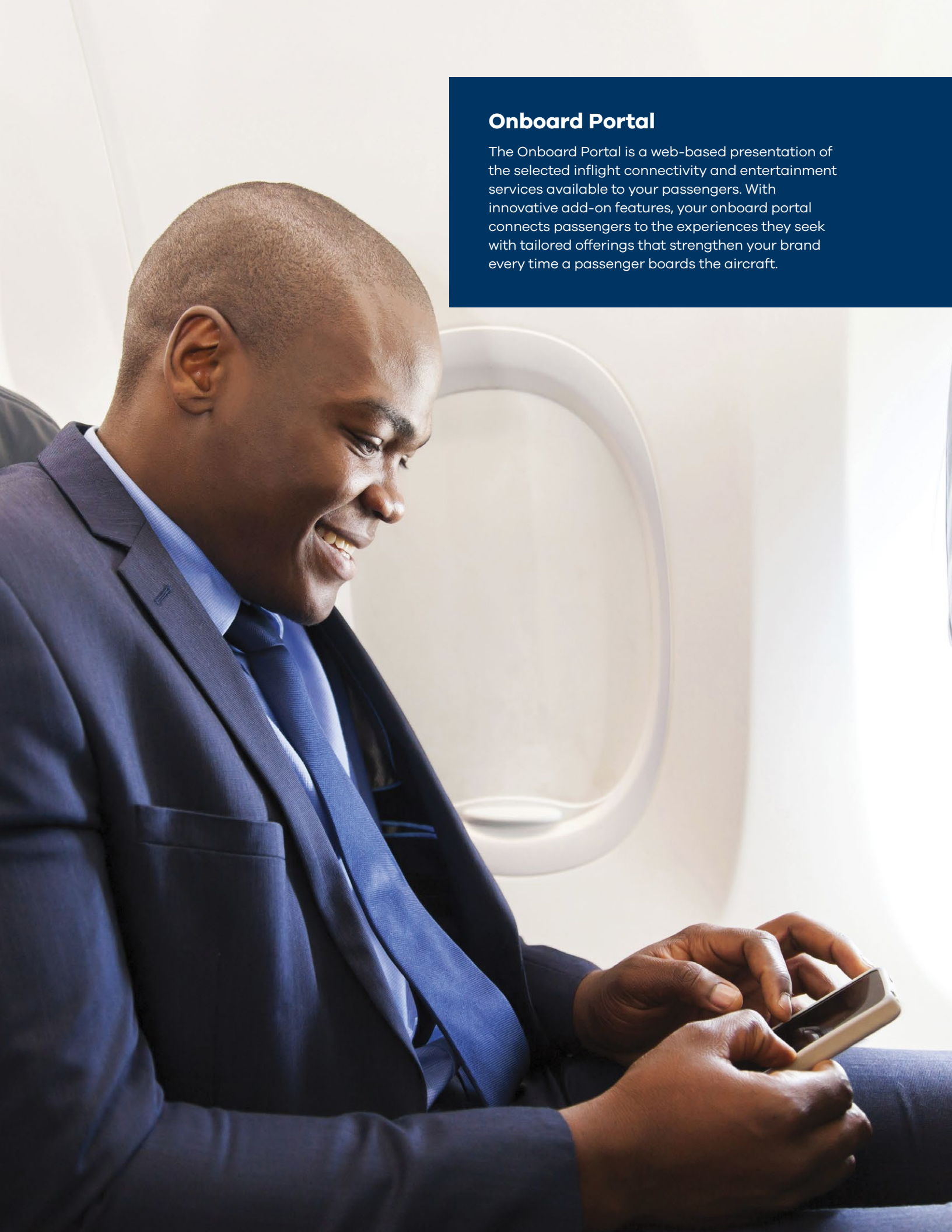


Wi-Fi Internet Packages

Inflight connectivity services for passengers include messaging, browsing and streaming options. Passengers can purchase by amount of time or flight segment.

Standard connectivity and messaging packages are for use with one (1) device on a single flight segment requiring login validation. Additional options are available for customization based on duration, sales channel, and level of service. Intelsat is also able to help set passenger pricing to meet your guidelines.

PASS	DESCRIPTION
Messaging	Messaging passes allow passengers to send and receive Wi-Fi based messages with popular apps including iMessage, WhatsApp, WeChat, Viber, and Facebook Messenger. Because this is a low MB usage pass, photo and video sharing is not supported.
Browsing	Browsing passes allow basic web browsing, use of email apps, VPN, social media, and Wi-Fi-based messaging. Video content under 5 minutes is supported with the browsing pass.
Streaming	In addition to Wi-Fi-based messaging and browsing, streaming passes allow passengers to watch videos longer than 5 minutes in length streaming at 480p (for SD streaming passes) and 720p (for HD streaming passes) including content from popular sources (Hulu, Amazon Prime, Netflix). Streaming passes require 2Ku access technology on the aircraft.



Onboard Portal

The Onboard Portal is a web-based presentation of the selected inflight connectivity and entertainment services available to your passengers. With innovative add-on features, your onboard portal connects passengers to the experiences they seek with tailored offerings that strengthen your brand every time a passenger boards the aircraft.

Built to support your brand

Connect passengers and control the experience

The Onboard Portal is ideal for speedy implementation. This configurable web interface enables passenger access to available inflight services that may include internet connectivity, entertainment, account management, flight maps and destination weather.

Standard Features

Design

Basic portal branding (airline colors, layout, and logos) are included with Standard Intelsat-designed templates

Language

English plus one (1) additional supported language

Currency

Supports one (1) currency type: USD, EUR, JPY, CAD, and more

Merchandising

Display up to four (4) different Wi-Fi passes for purchase

Payment Options

- Credit cards: Visa, Mastercard, Discover, JCB
- Payment technologies: Alipay, Apple Pay, Amazon Pay (select passes), and PayPal (U.S. only)

Repeat Purchase

Help passengers stay connected during their flight by reminding them to buy an additional session before their current one ends (available on select flights and only for time-based passes paid by credit card)

Destination Services

Weather and flight map

Advertising

Available on pre-purchase and post-purchase pages. Standard Internet Advertising Bureau (IAB) ad types are supported including:

- Advertising static and in-video banners, content blocks, notifications and pre-roll

Permitted Listing

Grants free access to websites so passengers can interact and engage with advertiser content prior to purchasing a Wi-Fi internet pass

Ad Targeting Capabilities

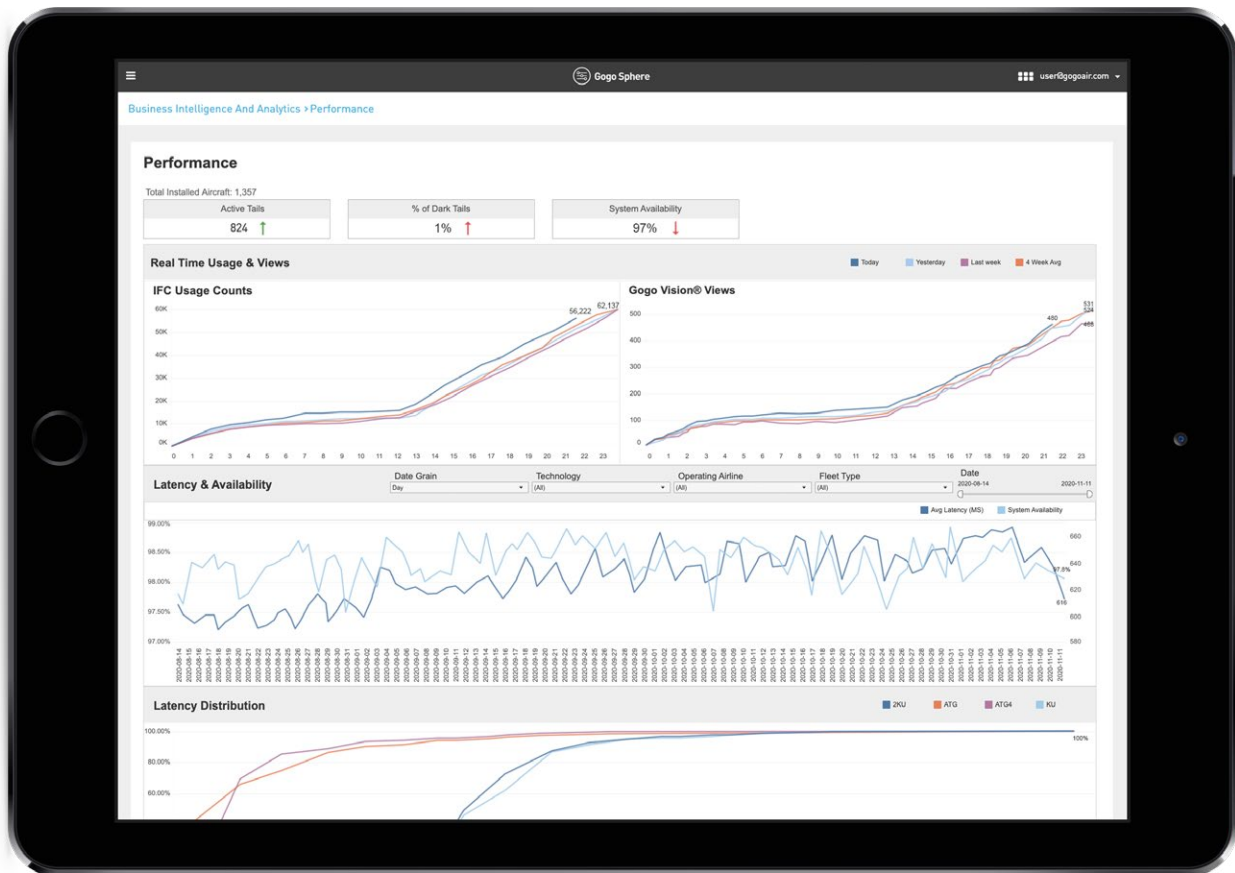
Airlines or third-party partners can choose to advertise based on city pair (departure/arrival), destination (route), tail, device, day and time

Entertainment Access

Entry to available inflight entertainment options

Add-on applications and services

- Loyalty program integration
- HVC passenger entitlement
- Subscription and partner services
- Additional languages/currencies
- Enhanced flight maps



Reporting and Analytics

Business Intelligence and Analytics (BIA) standard reports (accessible within a web-based portal for Intelsat tools and applications) include:

- Executive Summary: Snapshot view of all the metrics as of the last business day (includes system performance and network availability)
- Airline Maintenance: View details of fleet level tickets and configuration information (includes maintenance tickets and aircraft status)

Onboard Portal Manager

Create your own user experience. For airlines that want a higher degree of control over their brand and passenger experience, the Onboard Portal Manager can help you or a preferred portal development partner build your own interface.



Take full control of the passenger experience

Use the Onboard Portal Manager and Application Programming Interfaces (APIs) to build your own portal that's as unique as your brand. Intelsat also can connect you with preferred portal development partners who can help if needed.

Exposed APIs

Merchandise connectivity passes using APIs that allow you to tailor the passenger experience.

Virtual Test Environment

Develop, integrate, and test portal applications – even simulate an aircraft in flight – all from your office on the ground using Intelsat Test Flight, our virtual test environment.

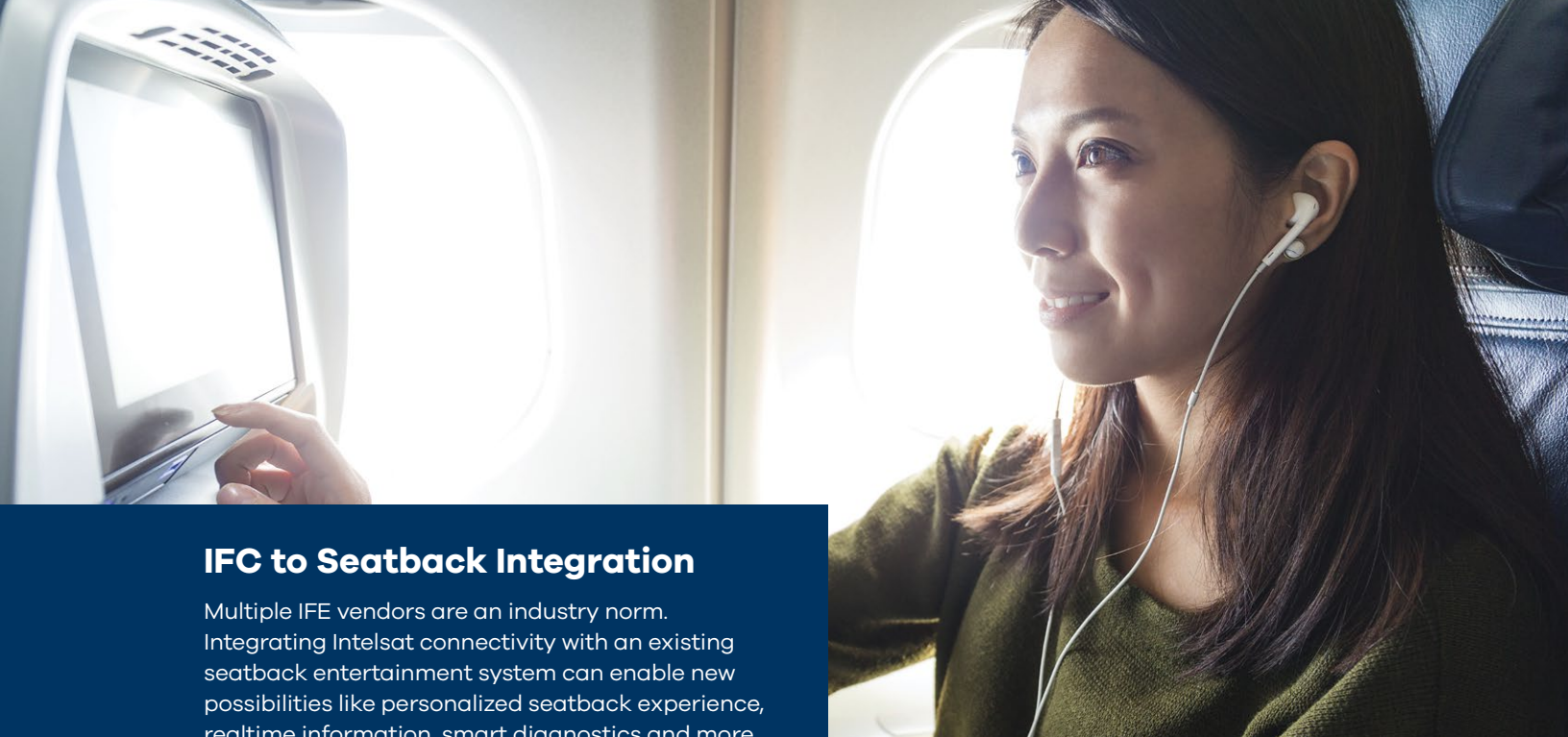
Powerful Developer Tools

- API tools
- Airborne portal hosting
- Virtual server

Build the experiences you want your passengers to have

- Tailor inflight connectivity services around your airline brand
- Develop in-house or with third-party resources
- Create and manage your own portal release schedule
- Control all aspects of the passenger experience





IFC to Seatback Integration

Multiple IFE vendors are an industry norm. Integrating Intelsat connectivity with an existing seatback entertainment system can enable new possibilities like personalized seatback experience, realtime information, smart diagnostics and more.

Add IFC to your existing IFE seatback systems with our IFC to Seatback Integration

IFC to Seatback Integration service allows passengers to access real-time information such as news, weather, stocks, and destination information from the seatback. Using standardized tools and an open architecture, our 2Ku Onboard System takes the complexity out of integrating multiple IFE providers with embedded seatback display systems by standardizing connectivity and interconnection touchpoints between the IFE server and the IFC server.

Capabilities include

- Display low-bandwidth applications such as news, weather, stocks, destination information on the IFE seatback
- Order food/drinks or duty free and incorporate “buy on board” e-commerce purchase functionality on the IFE seatback
- Offload IFE data (e.g., IFE logs and diagnostics) to ground servers
- Network and Systems Monitoring: Monitor aero networks, equipment, and Inflight Experiences at all times (24/7/365) through Intelsat’s Network Operations Center (NOC)

Airline Benefits:

- Flexibility to work with multiple IFE and IFC vendors
- Manage higher value activities such as onboard commerce

IFE Provider Benefits:

- Standard software and hardware integration touchpoints minimize bespoke development
- Improved system maintenance and support through automated diagnostics
- Anticipate and react to system issues before they become passenger-facing

Wireless Inflight Entertainment

Wireless Inflight Entertainment is one of the most widely deployed wireless IFE services on the market. Use the In-cabin Network to stream movies and TV shows to passenger devices without requiring an app or browser plugin. Meet the unique needs of your business with customizable content and features to serve your passengers the way you choose.





8 out of 10 passengers look forward to spending time on planes watching movies & TV shows

Entertainment passengers want, tailored to your airline's needs

For passengers

- ❑ Hundreds of titles delivered directly to passengers' devices
- ❑ Full control of the viewing experience, including the ability to pause, rewind, and fast-forward
- ❑ Gate-to-gate functionality
- ❑ Accessibility features for the visually and hearing impaired

For airlines

- ❑ Wireless Inflight Entertainment does not require inflight connectivity making it suitable for any aircraft
- ❑ Easily integrates into your airline's app
- ❑ Streamlined content process minimizes labor
- ❑ Airlines control the presentation and organization of content on the Wireless Inflight Entertainment storefront
- ❑ Pre-roll ads can be targeted by flight origin, destination and time
- ❑ Reporting & Analytics:
 - ❑ Executive summary
 - ❑ Passenger activity
 - ❑ Product performance

An inside look at entertainment

1 Tailored to your airline's brand

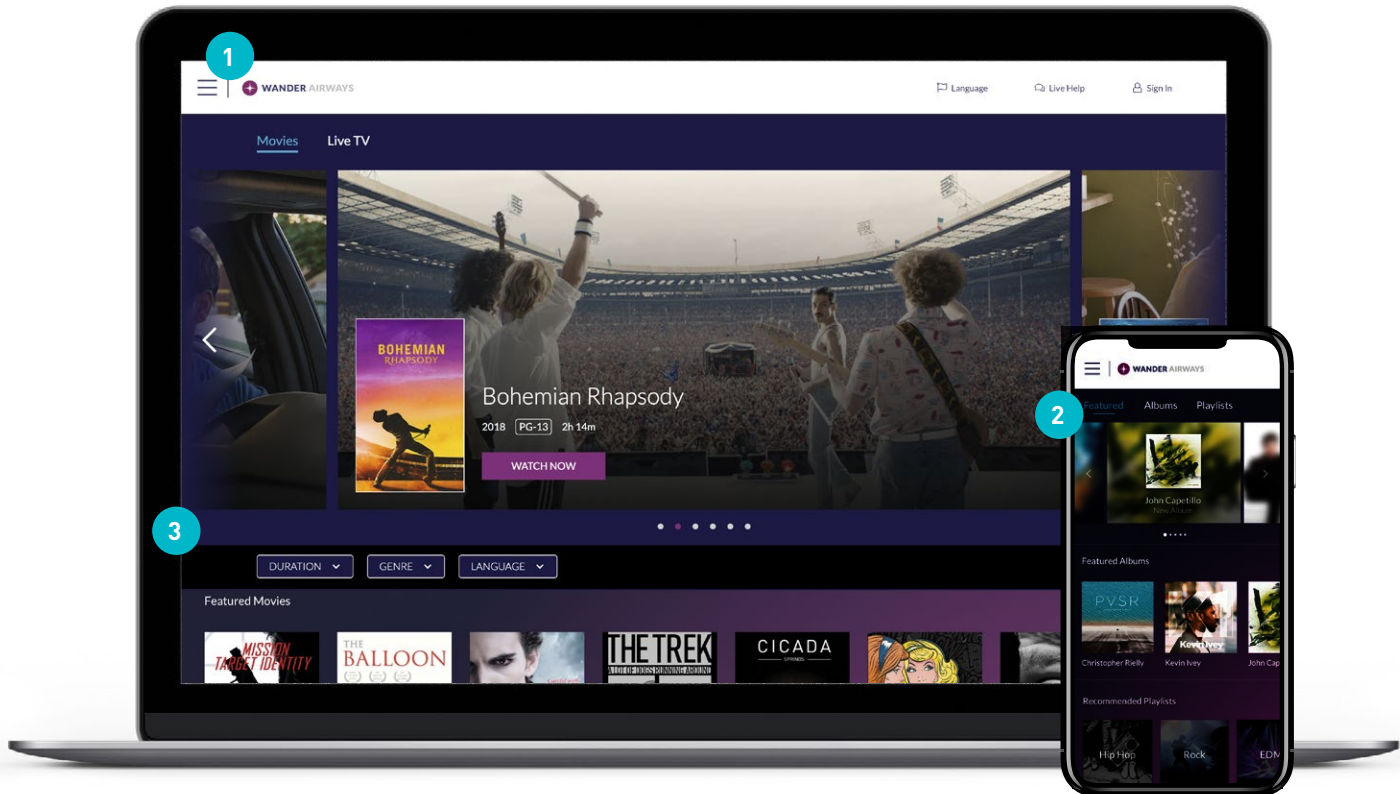
Wireless Inflight Entertainment can be designed to fit your airline's brand — it can even be seamlessly offered within your airline's app.

2 Content types

Intelsat works with your airline and Content Service Provider to integrate content into your solution.

3 Intuitive filtering

Passengers can sort by genre, duration, and language.



4 Languages

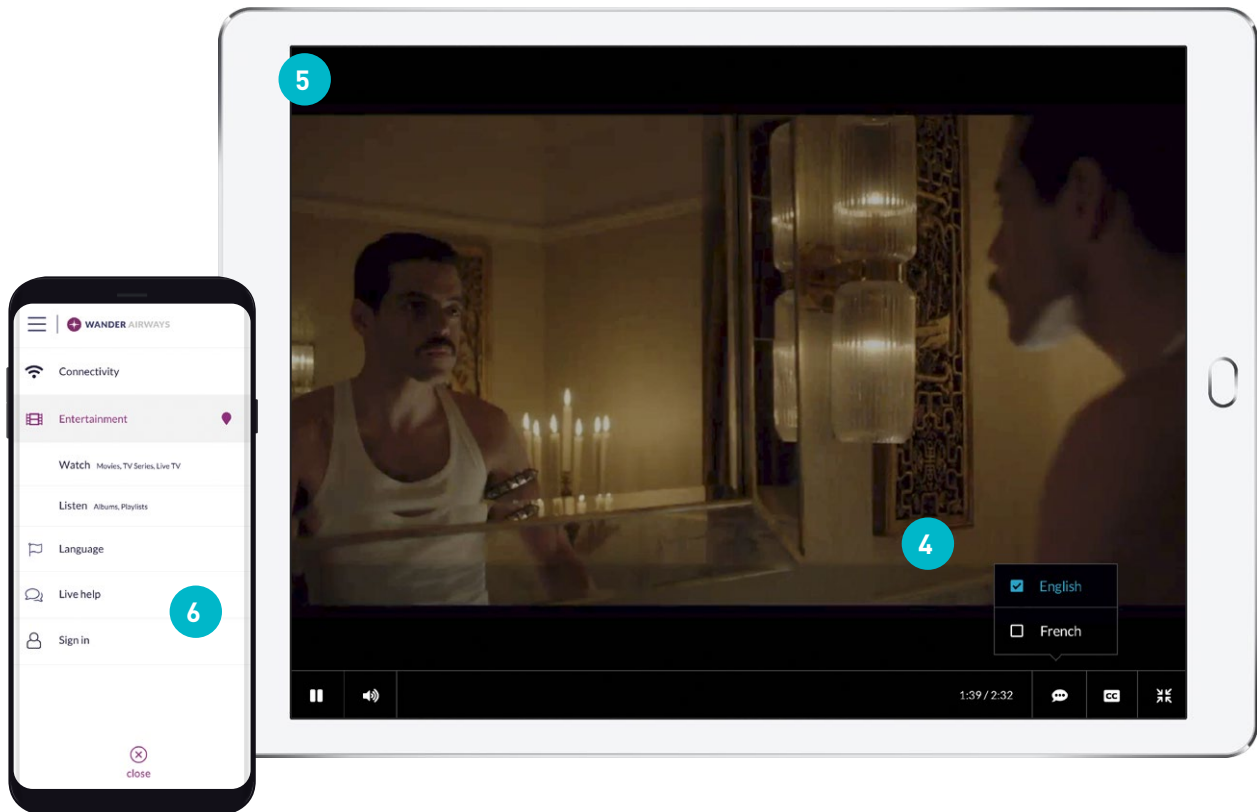
In the Wireless Inflight Entertainment video player, passengers can choose their desired language for multi-track audio or subtitles.

5 Digital rights management

Wireless Inflight Entertainment makes it easy for airlines to securely provide entertainment to passengers. Passengers can now play DRM protected content without installing a plug-in or app with Fairplay and Widevine DRM. Airlines can also seamlessly integrate a video player into their app if desired.

6 Multilingual customer care

Our expert team of multilingual customer care representatives is available to help passengers with any issues that might arise. For aircraft with connectivity, our 'Live help' chat feature is available 24 hours a day, 365 days a year.



Inflight Live TV

Inflight Live TV allows passengers to watch sports, news, and other live broadcast content on their own smart devices or on the aircraft's seatback system when IFE integration service has been completed. It offers passengers an inflight TV experience like they have at home.

Inflight Live TV made easy

Accessible - Passengers with any compatible smart device can view Inflight Live TV without having to download a video application. Inflight Live TV can also be integrated with embedded IFE systems, bringing a consistent entertainment experience to all onboard.

Intuitive - Inflight Live TV delivers sports, news, and entertainment from regional channels passengers recognize via a familiar channel guide interface.

Efficient - High-efficiency video coding (HEVC) allows for live video streaming over SatCom with up to 40% greater efficiency than traditional IP-multicast solutions.

This leaves plenty of bandwidth for passenger connectivity, connected aircraft applications, and other services for pilots and crews.

In addition, Forward Error Correction delivers seamless television service during satellite beam switches and other flight dynamics that typically cause momentary outages lasting up to 30 seconds.

Tailored - Create a unique channel line-up based on the regions and destinations you serve, making your customers feel at home wherever they travel.

You can even change the order of the channel guide, default channel, or replace channels as you see fit.



A computer monitor displaying a data table with multiple columns and rows of information. The table appears to be a list of records with various numerical and text-based data points. The person is pointing at the screen with their right hand.

Operational Support

Intelsat is committed to full support and service for every fleet, everywhere around the world. We monitor our network performance 24/7/365 and offer real-time passenger care so every flight is as smooth as possible.



Customer Care

Assist airline passengers with issues or account questions on the ground and in the air around the clock – 24/7/365 – by Intelsat-trained, multilingual customer representatives. The multilingual 'Live Help' feature allows passengers to resolve issues as they occur with purchase, activation, and/or use in flight.



Crew Support

Prepare flight crews with training on the inflight experience, connecting to Intelsat Onboard Systems, and passenger service-issue interaction.



Network and Systems Monitoring

We monitor Intelsat Satellite and North American Ground Aero Networks, equipment, and data centers around the clock – 24/7/365 with Intelsat Network Operations Center (NOC).

About Intelsat

As the foundational architects of satellite technology, Intelsat operates the largest, most advanced satellite fleet and connectivity infrastructure in the world. We apply our unparalleled expertise and global scale to reliably and seamlessly connect people, devices and networks in even the most challenging and remote locations. Transformation happens when businesses, governments and communities build a ubiquitous connected future through Intelsat's next-generation global network and simplified managed services.

At Intelsat, we turn possibilities into reality. Imagine Here, with us, at [Intelsat.com](https://www.intelsat.com).

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