

Operational Support for Commercial Airlines



A technician wearing a yellow safety vest, a headset, and safety glasses is working on a large aircraft engine. He is holding a handheld device in his left hand and touching the engine with his right hand. The background is blurred, showing other parts of the aircraft and the sky.

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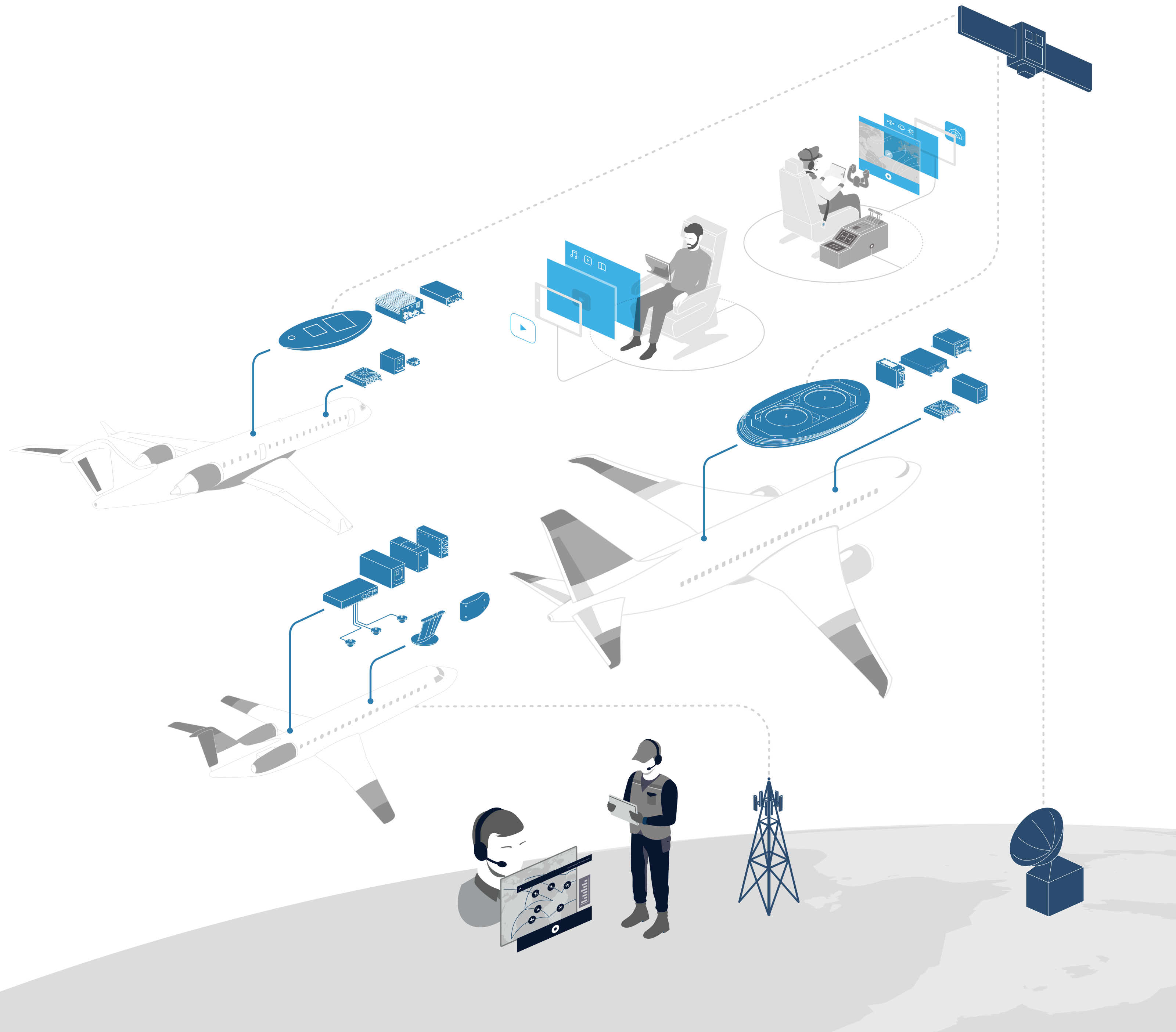
Operational Support

Support every step of the way for your Intelsat-equipped fleet and your passengers. We offer end-to-end support for your onboard experience operations, crews, and passengers to ensure the smoothest and most reliable performance possible.

Intelsat provides in-service maintenance support for both linefit and retrofit tails. For retrofit tails, we also provide prototype and production installation support.

For your crews or third-party partners, we work with you to ensure your teams are able to provide a reliable, quality experience for passengers.

To support your passengers, Intelsat provides comprehensive Customer Care with multi-channel support around the clock – 24/7/365.



01

In-service Maintenance

Intelsat is committed to full support and service for every fleet, everywhere, so every flight is as smooth as possible.

Technical Publications

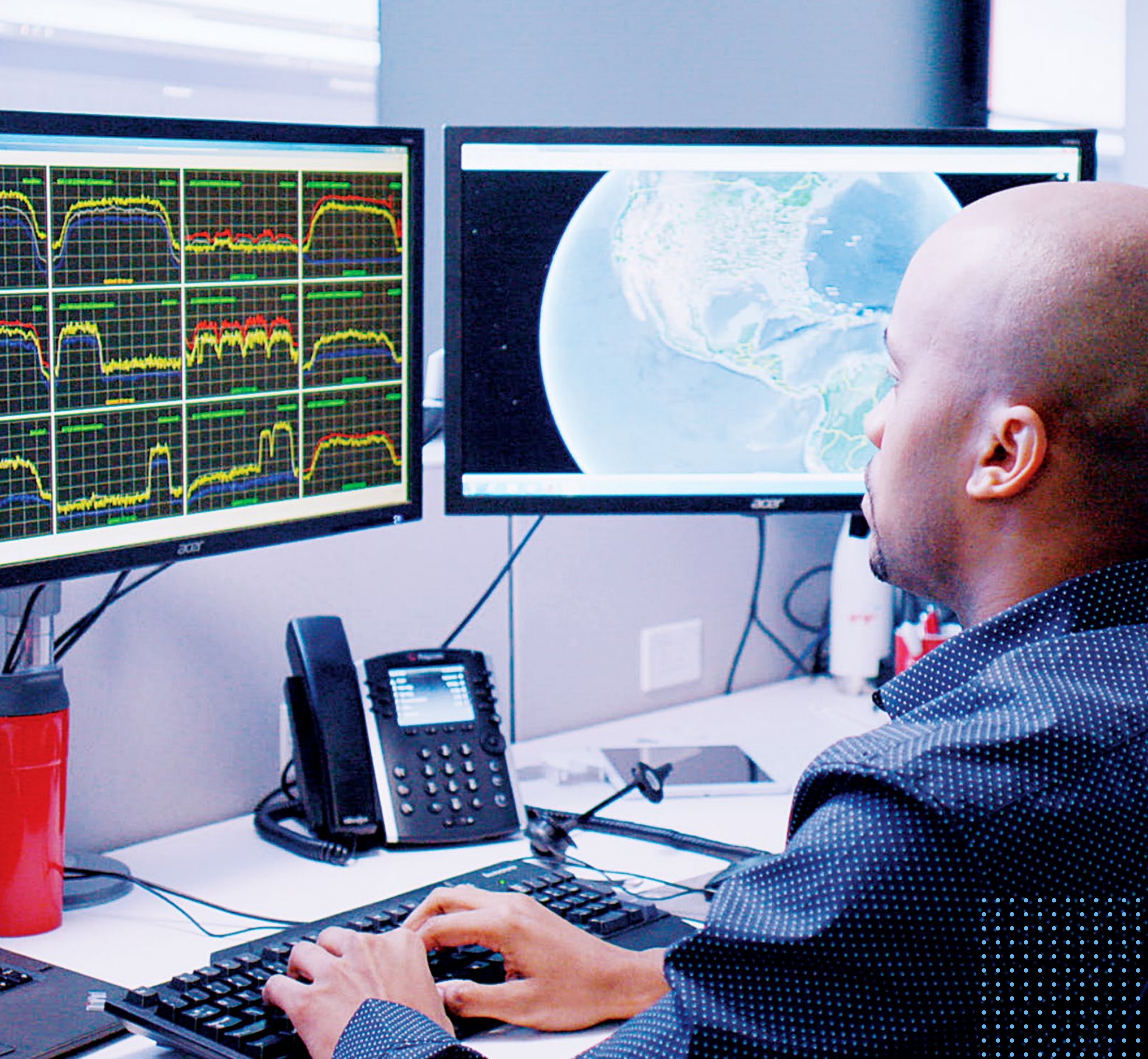
Aircraft Manual Supplements:

- Standard Practices Manual Supplements (SPMS)
- Fault Isolation Manual Supplement (FIMS)
- Operations and Maintenance Manual Supplement (OMMS)
- System modification notices

Line Maintenance Support:

- On-site support for line maintenance, troubleshooting, and diagnostics from regional Intelsat Field Service representatives (FSRs)
- AMCC Tech Support around the clock - 24/7/365





Built to support your brand

Network and Systems Monitoring

We monitor global satellite and North American Ground Aero Networks, equipment, and data centers – 24/7/365 with Intelsat's Network Operations Center (NOC).

Using industry leading monitoring tools, the NOC presents a worldwide status of all monitored components to identify faults and analyze trends in real time.

Tools

Wi-Fi Onboard System Health

Increase visibility into onboard system health and enable flight crews to communicate issues while in flight to resolve quickly and efficiently.

Software Configuration Tool

Maintain Onboard Systems with the latest approved line-replaceable unit (LRU) software to optimize fleet performance.

Onboard Maintenance App

Visual tools that make it easier to accurately diagnose onboard system and software issues. Enable technicians to see LRU and connections operational statuses, perform intuitive software loading, and use built-in testing capabilities that are embedded within the Onboard Experience (OX) airborne software platform.

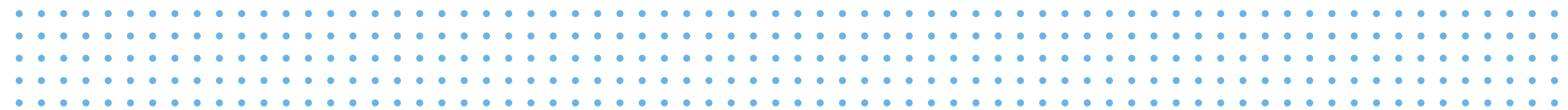
Additional in-service maintenance support includes:

Certification Services (retrofit only)

Ensure operator compliance for newly issued Airworthiness Directives (AD) that impact Intelsat Inflight Systems.

Transmitting Portable Electronic Device Testing (TPED)

Qualify new part numbers to ensure no Wi-Fi interference.



02 Prototype

Intelsat has Supplemental Type Certificates (STCs) for our onboard systems on every major commercial aircraft model.

We can also help incorporate minor updates or amendments for existing STCs.

Additional prototype support includes:

- De-modification: Intelsat offers three levels of de-modification service with removal instructions for inflight systems. We also make IFEC de-modification easy with instructions for the removal of third-party line-replaceable units (LRUs), radome, and antennas.
- Telecommunications Agency Certification: Get system hardware certified from telecommunications agencies in countries where an airline's aircraft are registered or based to ensure RF regulatory compliance.
- Engineering Order (EO): Receive an EO with step-by-step installation instructions to aid airline job card creation.



03

Product Installation

Intelsat provides on-site support for production installations or troubleshooting of Onboard Systems.

Engineering Services

Structural and electrical engineering on-site support for production installation (including first of type.)

Base Maintenance/Install Field Service Rep (FSR)

Installation advisor for third-party installers or Maintenance, Repair and Operations (MROs).

Additional production installation support includes:

- Sustaining Engineering Services: Manage engineering structural and electrical deviations to the STC-approved installation configuration data.



Crew Support

We partner with you to train and support your installers, flight crews and maintenance personnel, ensuring your teams are able to provide a reliable, quality experience.

Installation Training

Installation training on Intelsat Inflight Systems is an instructor-led, two-day, on-site training for airlines and/or third-party installers.

Training covers general familiarization with the system. Training materials and access to e-learning content are included. Expedited training, content customization, advanced training, and online training are also available.

Flight Crews Preparation

Training for flight attendants, gate representatives, and/or customer service covers inflight experience, connecting to the Intelsat Inflight Systems, and passenger interaction.

Flight crew training includes a Train the Trainer presentation for airline crew trainers at no cost with a 6-week lead time. Additional negotiable costs and lead times apply to expedited training, on-site training and/or roadshows.

Line Maintenance Training

Maintenance training on the Intelsat Inflight Systems is an instructor-led, two-day, on-site training for airline maintenance teams and/or third-party partners. Training covers configuration, system operations, maintenance, and troubleshooting topics. Training materials and access to e-learning content are included. Expedited training, content customization, advanced training, and online training are also available.





Passenger Support

Intelsat provides comprehensive Customer Care for passengers while in flight or on the ground. Multi-channel service is provided around the clock – 24/7/365 – by multilingual customer representatives. Intelsat also provides airlines with support analysis and prevailing passenger trends regarding the use of Intelsat Inflight Experiences.

Inflight Support

An inflight self-service portal is available for passengers pre- and post-purchase to address common connectivity issues or questions. If a passenger needs further assistance, they can use the 'Live Help' chat feature. The multilingual 'Live Help' feature allows passengers to resolve issues as they occur with purchase, activation, and/or use in flight.

Ground Support

Intelsat provides around the clock – 24/7/365 ground support for airline passengers. Airlines may select which channels are supported including social media, email, phone, and SMS. We also provide a ground-based portal for passenger assistance with any post-flight connectivity issues or questions.

Ready for the Bold, New Future?

Meeting the high expectations of passengers and delivering more business to your airline begins by exploring Intelsat's unifying network of tomorrow. Only Intelsat delivers the size, scale and advanced technology to drive this global unification. It's a leap forward in flexibility, scalability, and world-class passenger experience.

See how Intelsat can help you shape the future of connected air travel.

Speak with an Intelsat expert today.
intelsat.com/product-consultation



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