

Embracing the Digital Skies: Evolving IFC Expectations in India

As air travel increases in India, airlines are addressing the evolving expectations for inflight connectivity.

Who are global travelers in India?

Indian travelers fly more than their global counterparts. On average, they take **5.7 flights per year** compared to **4.7 flights per year** globally.

What differentiates travelers in India?

Indian travelers stand out from the average global traveler, as they tend to embark on more business trips and frequently hold airline status.

Indian travelers take nearly as many business flights per year as personal flights.



40% business flights

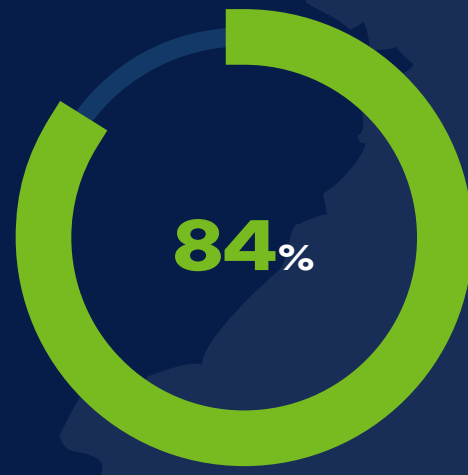


43% personal flights

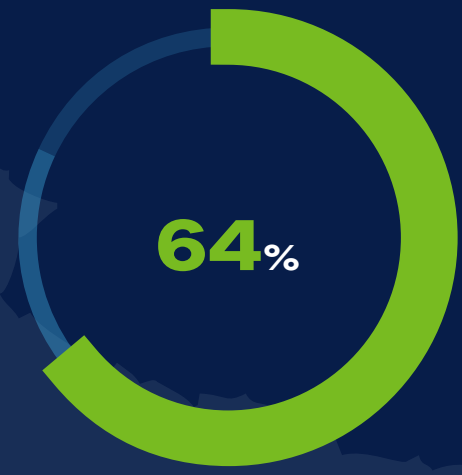


17% are both business and personal flights

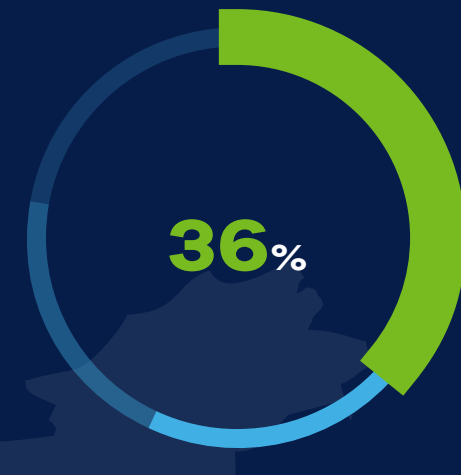
Indian travelers have slightly higher loyalty membership participation compared globally, and almost all loyalty members have elite status.



84% hold Elite Status



64% have a membership of some kind



Only 36% have no membership

61% of passengers with elite or loyalty status use inflight Wi-Fi "always" or "almost always."

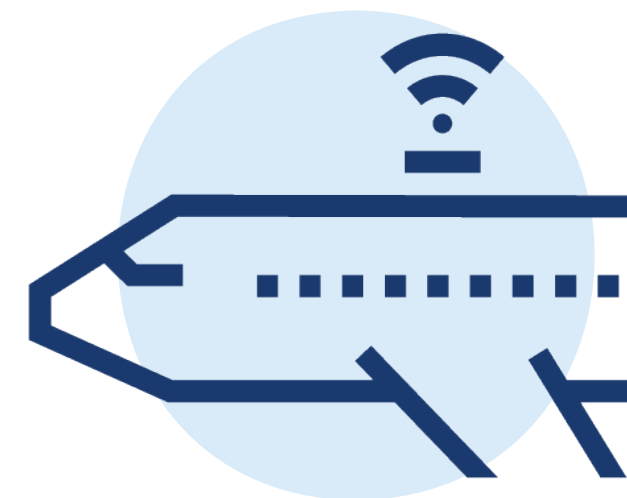


IFC expectations in India

Indian travelers demand productivity tools, especially on short flights, crave SMS texting and social media apps, and seek streaming options like Netflix on their devices.

86% strongly agree or agree that they expect Wi-Fi to be available on their flight, but for those that haven't used it, **84% would if it was available.**

In general, there aren't any airlines in the market currently offering the experience Indian travelers expect. An airline that does meet expectations could surprise and delight Indian travelers.



46%

Expect inflight Wi-Fi

84%

Would use Inflight Wi-Fi if available

What entices passengers to use IFC?



Fast speeds:

We offer speeds that allow passengers to text, browse, or stream wherever they fly.



Secure networks:

Let your passengers know they are in good hands with our total network management.



Good value:

Recognize and reward your most loyal passengers with free service.

Why Intelsat?



15 years aviation experience



Reliable, low latency, **multi-orbit network**



23+ partner airlines

Global Connectivity Impact: Intelsat's Reach in Numbers

3,000

connected aircraft

10,000

connected flights/day

1,000,000

connected pax/week

The Intelsat Advantage

Intelsat makes it easy to integrate connectivity and entertainment, giving passengers full control of their cabin experience. Our inflight connectivity solutions let them text, browse, or stream wherever they fly. We can even offer ways for you to recognize and reward your most loyal travelers and boost ancillary revenue.



Exceptional Inflight Experiences



Industry-Leading Support



Proven, Reliable Solutions