



Intelsat Operational Support



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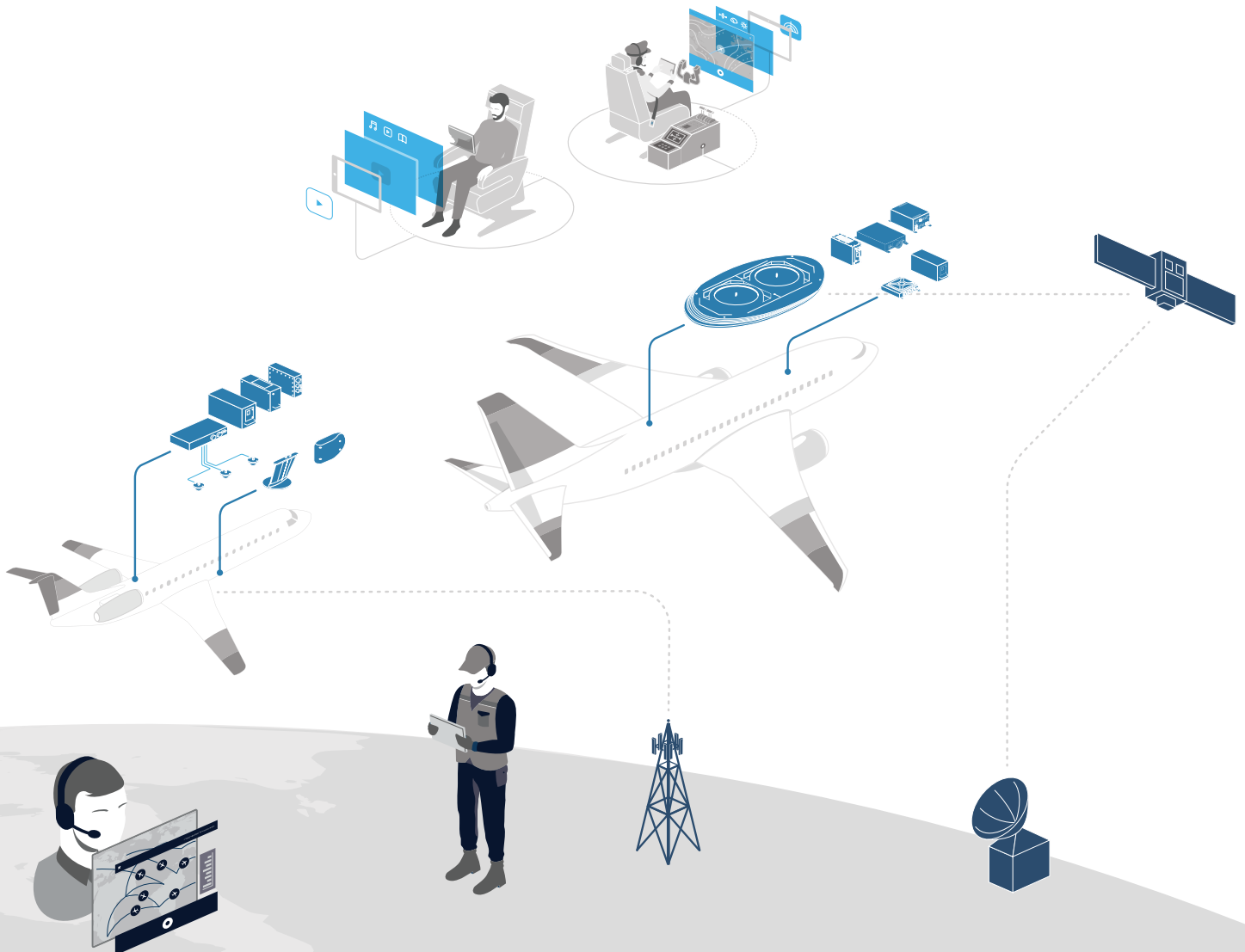
Support every step of the way for your Intelsat-equipped fleet and your passengers. We offer end-to-end support for your onboard experience operations, crews, and passengers to ensure the smoothest and most reliable performance possible.

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 enable your teams 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.



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



Operations Support

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



In-service Maintenance

Technical Publications (retrofit only)

Develop aircraft manual supplements: Standard Practices Manual Supplement (SPMS), Fault Isolation Manual Supplement (FIMS), Operations and Maintenance Manual Supplement (OMMS). Receive notice of system modifications that improve the reliability and quality of Onboard Systems with required or Airline-initiated Service Bulletin (SB).

Line Maintenance Support

Receive on-site support for line maintenance, troubleshooting, and diagnostics from regional Intelsat Field Service representatives (FSRs). We also provide an AMCC Tech Support line around the clock – 24/7/365 to help technicians with system troubleshooting.





Built to support your brand

Network and Systems Monitoring

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

We also provide an AMCC Tech Support line around the clock to help technicians with system troubleshooting. 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.

Prototype

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

Intelsat assists you to complete the process to obtain a new Supplemental Type Certificate (STC) from civil aviation authorities to install Intelsat Inflight Systems (2Ku radome or system activation and ATG-4 system activation).

If you require a minor update or amendment, Intelsat will incorporate change(s) to configuration data for an existing Intelsat STC.

Additional prototype support includes:

- **De-modification:** Intelsat offers three levels of de-modification service with removal instructions for the 2Ku Onboard radome or system. We also make third-party IFEC de-modification easy with de-modification instructions for the removal of third-party line-replaceable units (LRUs), radome, and antennas.
- **Telecommunications Agency Certification:** Get Intelsat's 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 for the Intelsat Inflight Systems to aid airline job card creation.



Production Installation

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

Engineering Services

Structural and electrical engineering on-site support for production installation (including first of type) as requested e.g. document any changes, support conformity, edit drawings.

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 (workmanship issues – misdrill, pre-existing hail or lightning damage) to the STC-approved installation configuration data.





Crew Support

We partner with you to train and support your installers, flight crews and maintenance personnel to enable your teams to provide a reliable, quality experience for passengers.

Crew Support

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 and included 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.





Passenger Support

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, e-mail, phone, and SMS. We also provide a ground- based portal for passenger assistance with any post-flight connectivity issues or questions.

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.

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