



Dear Valued Partners,

Today marks an important day for IntelSat. We announced that we are moving forward with a financial restructuring process designed to position our company for long-term success. In addition to providing us with enhanced liquidity, our process will likely result in a substantial reduction of our legacy debt burden, putting us on stronger financial footing for the future.

For more than 50 years, we have been respected for quality, innovation, sector leadership, and premium services, and we intend to continue to invest in innovations, progress the execution of our business strategy, and deliver to our customers the same level of excellent service. Our vendors play an important role in that.

We are using our restructuring process as a mechanism for investment and growth. This is not a situation where we are looking to streamline our workforce or revamp our business model. On the contrary, we have a powerful platform, a compelling business model, and an exciting go-forward plan.

To facilitate the financial restructuring, IntelSat and certain of its subsidiaries filed voluntary Chapter 11 petitions in the U.S. Bankruptcy Court for the Eastern District of Virginia, Richmond Division on May 13, 2020. IntelSat General (IGC), which serves our U.S. commercial, government, and Allied military customers, is not part of the proceedings.

We will move as quickly as possible through the financial restructuring process. Throughout, our day-to-day operations and capital investments will continue as usual. We are driving the business forward – at full speed and without interruption – and that means we will continue to rely on our valued vendor network.

We have secured a commitment for \$1 billion of new financing – which, coupled with significant cash on hand and positive cash flow generated by the business, will help support our ongoing operations and provide the funds necessary to pay our vendors during the process, among other things.

If you are a vendor to IntelSat General (IGC) or one of our other non-filing subsidiaries:

- You will continue to be paid in the normal course for all authorized goods delivered and services rendered, whether before or after the filing date.

If you are a vendor to one of our filing entities:

- You will be paid in the ordinary course for all authorized goods delivered and services rendered after the filing date.
- Any payments owed by a filing entity to you for goods delivered or services rendered prior to the filing cannot be paid at this time without specific authorization from the Court.
- Please direct all inquiries regarding “prepetition” invoices to Stretto, the Company’s claims agent.

Stretto will be managing the claims process on the Company’s behalf. For more information, you can visit <https://cases.stretto.com/Intelsat> (where you can find a list of the filing entities under the “Voluntary



Petitions” tab) or call our dedicated vendor call center at (855) 489-1434 (toll-free) or (949) 561-0347 (international). You can also email intelsatinquiries@stretto.com.

Please feel free to visit Intelsatonward.com, where you can find a Fact Sheet and relevant FAQs that provide an overview of our financial restructuring and what it means for you.

We thank you for your ongoing support and partnership. Through this process, we will become a financially stronger company – which will make us a stronger partner to you.