



## Intelsat Reports Intelsat 29e Service Outage

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### *Customers Transitioning to Restoration Capacity*

LUXEMBOURG--(BUSINESS WIRE)--Apr. 10, 2019-- Intelsat, S.A. (NYSE:I) announced today a service outage on the Intelsat 29e satellite which continues to affect maritime, aeronautical and wireless operator customers in the Latin America, Caribbean and North Atlantic regions.

Late on 7 April, the Intelsat 29e propulsion system experienced damage that caused a leak of the propellant on board the satellite resulting in a service disruption to customers on the satellite. While working to restore the services, on 9 April, the satellite experienced a second anomaly that caused a loss of communications to the satellite. Communication with the satellite has been intermittent. Intelsat continues to work with the satellite's manufacturer, Boeing, on recovering communication. The Intelsat customer-facing team is focused on migrating customer services from Intelsat 29e to other Intelsat satellites serving the region, as well as third party services.

Intelsat will not make a determination of financial impact until the conclusion of the recovery mission.

### **About Intelsat**

Intelsat S.A. (NYSE: I) operates the world's first Globalized Network, delivering high-quality, cost-effective video and broadband services anywhere in the world. Intelsat's Globalized Network combines the world's largest satellite backbone with terrestrial infrastructure, managed services and an open, interoperable architecture to enable customers to drive revenue and reach through a new generation of network services. Thousands of organizations serving billions of people worldwide rely on Intelsat to provide ubiquitous broadband connectivity, multi-format video broadcasting, secure satellite communications and seamless mobility services. The end result is an entirely new world, one that allows us to envision the impossible, connect without boundaries and transform the ways in which we live. For more information, visit [www.intelsat.com](http://www.intelsat.com).

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