# Viasat to Enhance Business Aviation In-flight Connectivity with Uncapped Speeds, Expanded Capacity and Increased Network Prioritization

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*Jet ConneX customers will be the first to benefit from the ground-breaking JetXP enhancement program, which delivers a truly seamless experience and supports the market's shift away from empty speed promises*

CARLSBAD, Calif., Oct. 9, 2024 /PRNewswire/ -- Viasat Inc. (NASDAQ: VSAT), a global leader in satellite communications, today unveiled a variety of ground-breaking enhancements to its satellite network and service model that will raise the bar for business aviation in-flight connectivity. Viasat's Jet ConneX customers will be the first to benefit from major performance improvements on selected plans, with the introduction of features such as uncapped speeds, expanded capacity and increased network prioritization.

Hundreds of existing customers are already trialing the enhancement program, titled JetXP, which has been developed following extensive consultation with customers, partners and research agencies, in addition to detailed analysis of usage trends over the past year. The research indicated that expectations around business aviation connectivity have evolved considerably. Traditional speed-based plans are now outdated, especially those that advertise a top-speed without details around when, where and how frequently it will be achieved. Instead, the business aviation industry has broadened its focus to the overall experience.

This sentiment was further reinforced by the results of Viasat's 2024 business aviation in-flight connectivity survey, which found that reliability, coverage, consistency, value for money and overall experience (including white-glove customer service and 24/7 global support) were deemed more important than fast speeds alone.

Initial results from JetXP customer trials have been extremely positive, highlighting an even better experience. This includes applications such as bulk file transfers, real-time entertainment and web browsing, which have traditionally performed strongly using Jet ConneX, but have become even more reliable, consistent and snappy.

Kai Tang, Head of Business Aviation at Viasat, said: "JetXP is the latest example of Jet ConneX's continuous evolution and offers an entirely different way of thinking, for Viasat and the market as whole. By enhancing our network and unleashing its full power to business aviation customers, we'll consistently meet a defined quality of experience across different applications, devices and flight routes, from the busiest airports to the most remote locations. And customer trials have already shown these are not empty promises; we have data to back our claims from hundreds of real operators on our live network.

"This marks a turning point. Until now, connectivity providers have used speed and allowances to determine which service plan a business aviation customer should be placed on, with complicated service level agreements that are often difficult to assess. However, this approach does not resonate with today's market. Customers are savvy enough to understand that speed alone will never meet their requirements and beyond a certain bandwidth threshold, higher speed has little impact on actual passenger experience. As the breadth and depth of criteria used to assess connectivity becomes more mature, the days of speed test decision-making are over. Operators are looking at the overall experience and that's where JetXP really excels."

JetXP marks an important step in harmonizing Viasat's business aviation service offering and network management strategy, following its acquisition of Inmarsat last year. The program combines the unique expertise, experience, technology and data of both companies, utilizing the aspects that were most beneficial to customers.

Tang continued: "JetXP is a unique proposition that could only be achieved following the coming together of Viasat and Inmarsat as two in-flight connectivity leaders in business aviation. Its due to the combination of our world-class technology, expertise and innovation, built over 35 years alongside our partner ecosystem, which includes business aviation's leading value-added resellers, OEMs and MROs."

As business aviation's leading provider of in-flight connectivity, Viasat's services are activated on more than 5,000 business jets around the world, representing more than 70% of the satellite connected market. Service plans for Jet ConneX are available through a global network of distribution partners, which consists of Collins Aerospace, Honeywell and Satcom Direct, with the added assurance of regular, incremental capacity enhancements and advanced onboard equipment upgrades in the years to come.

**About Viasat**
Viasat is a global communications company that believes everyone and everything in the world can be connected. With offices in 24 countries around the world, our mission shapes how consumers, businesses, governments and militaries around the world communicate and connect. Viasat is developing the ultimate global communications network to power high-quality, reliable, secure, affordable, fast connections to positively impact people's lives anywhere they are—on the ground, in the air or at sea, while building a sustainable future in space. In May 2023, Viasat completed its acquisition of Inmarsat, combining the teams, technologies and resources of the two companies to create a new global communications partner. Learn more at www.viasat.com, the Viasat News Room or follow us on Facebook, Instagram, LinkedIn, X or YouTube.

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**Forward-Looking Statements**
This press release contains forward-looking statements that are subject to the safe harbors created under the Securities Act of 1933 and the Securities Exchange Act of 1934. Forward-looking statements include among others, statements related to the introduction of Viasat's JetXP in-flight connectivity experience plans on business aviation aircraft; the enhanced internet experience customers can expect, including the uncapped network speeds, expanded capacity and increased network prioritization. Readers are cautioned that actual results could differ materially and adversely from those

expressed in any forward-looking statements. Factors that could cause actual results to differ include: our ability to successfully implement our business plan for our broadband services on our anticipated timeline or at all; risks associated with the construction, launch and operation of the satellite(s) used to supply these services, including the effect of any anomaly, operational failure or degradation in satellite performance; contractual problems; product defects; manufacturing issues or delays; regulatory issues; changes in relationships with, or the financial condition of, key suppliers; technologies not being developed according to anticipated schedules, or that do not perform according to expectations; and other factors affecting the aviation sector generally. In addition, please refer to the risk factors contained in Viasat's SEC filings available at www.sec.gov, including Viasat's most recent Annual Report on Form 10-K and Quarterly Reports on Form 10-Q. Readers are cautioned not to place undue reliance on any forward-looking statements, which speak only as of the date on which they are made. Viasat undertakes no obligation to update or revise any forward-looking statements for any reason.

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