



April 17, 2009

Important Notice to Former Honeywell Cabin Services Customers

As you are aware, Satcom Direct is now the provider of your Inmarsat and/or Iridium communications services, following Honeywell's decision to discontinue their Cabin Services business. As your new service provider, we are dedicated to providing the highest level of customer service and support, and want to make you aware of a service change that may impact you.

If you have previously completed a Satcom Direct Customer Service Agreement (CSA) for all aircraft that have transferred from Honeywell Cabin Services, please disregard this notice. This notice applies only to those customers with aircraft that are not yet receiving services under a Satcom Direct CSA.

The Honeywell-assigned telephone numbers that you have been using to call the aircraft will be deactivated by Honeywell on April 30th. If you wish to maintain the ability to contact the aircraft via a unique ten digit telephone number, you must contact Satcom Direct immediately. We will need you to review, sign, and return a Satcom Direct CSA, after which we will assign a Global One Number for your aircraft.

Please contact Satcom Direct by phone at +1.321.777.3000 or by email at activations@satcomdirect.com as soon as possible to get a CSA in place, and to maintain your ability to contact the aircraft via a ten digit telephone number. We look forward to hearing from you soon.



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