



Gautam Sharma
MD Inmarsat India

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PASSENGER CONFIDENCE TRACKER

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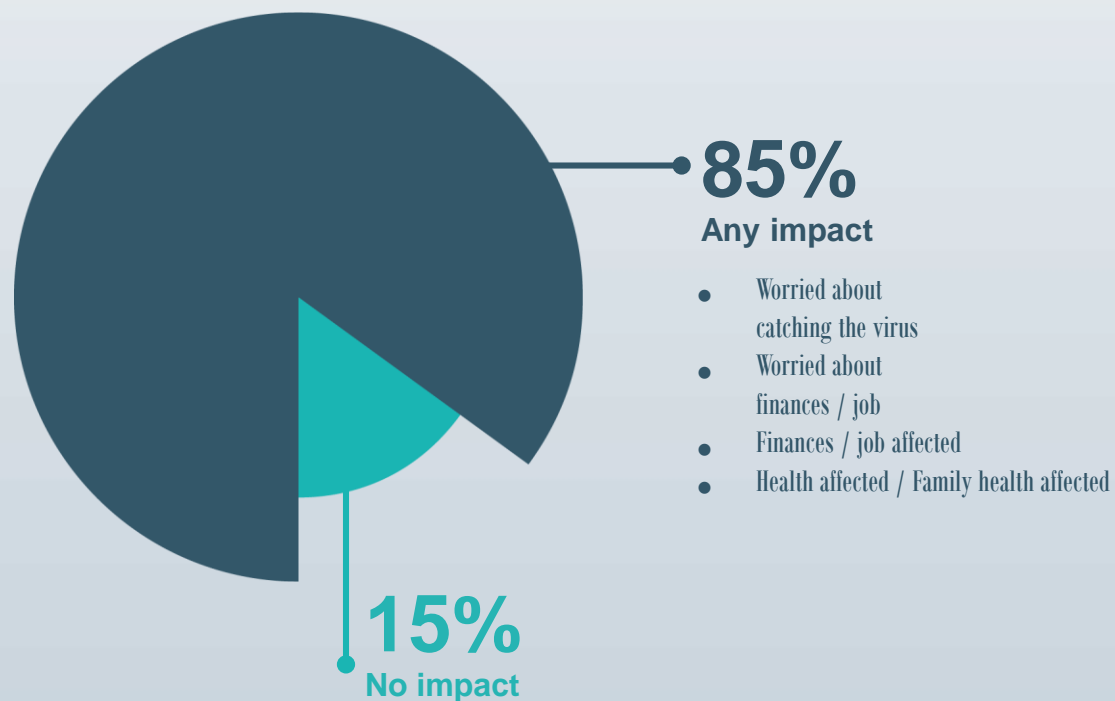
FIELDWORK AT THE BEGINNING OF OCTOBER 2020



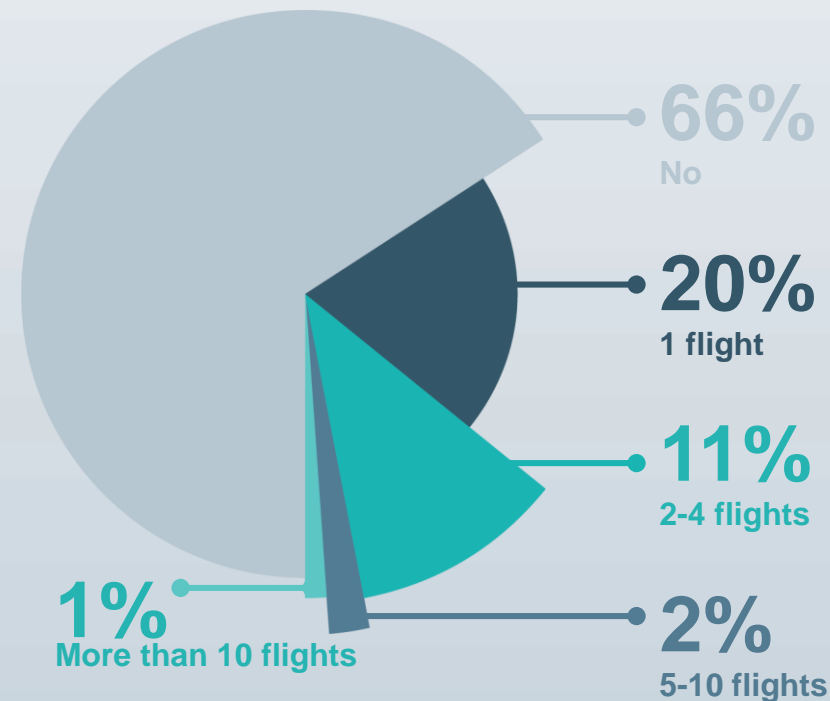
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Q:
how have you been impacted by
the COVID-19 pandemic?



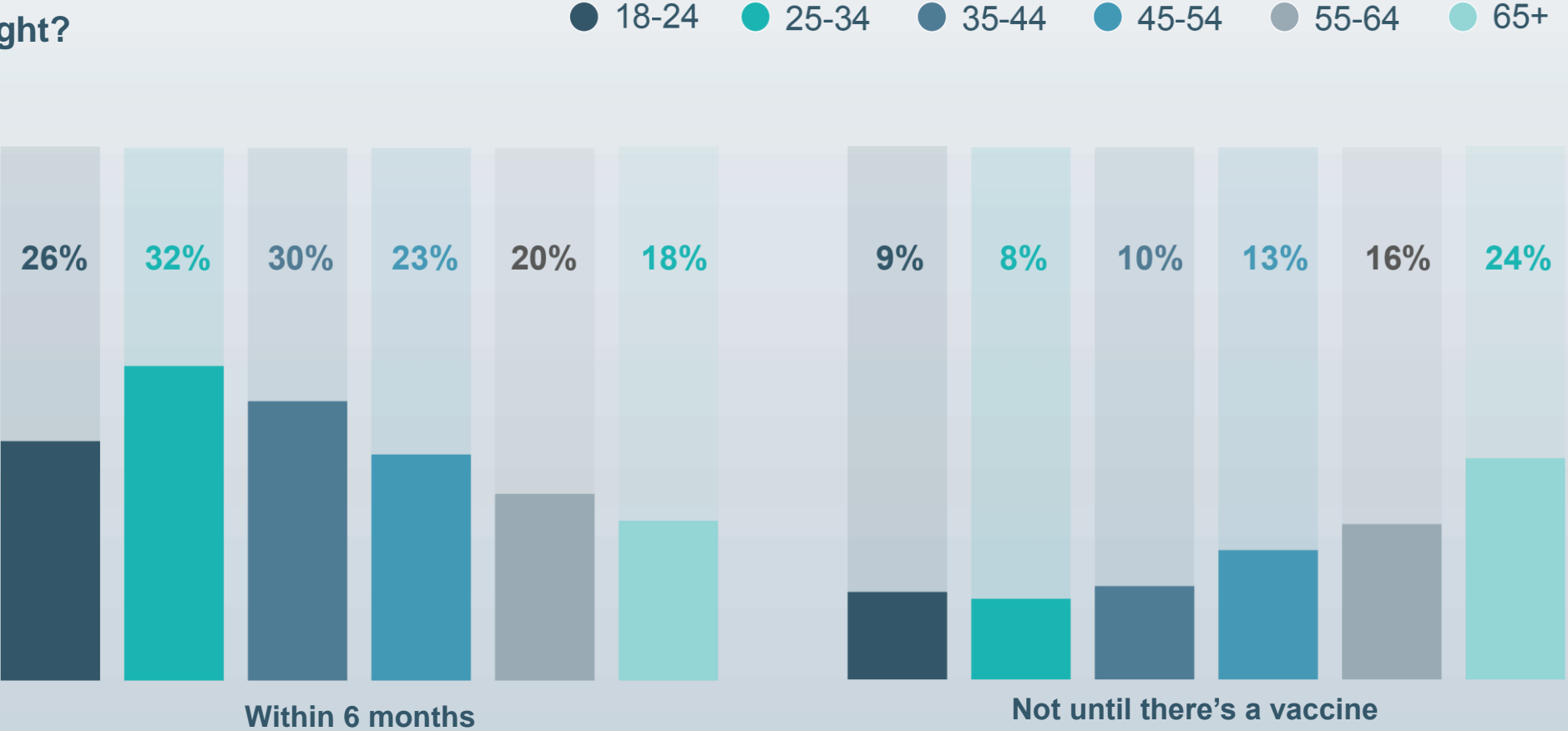
Q:
Have you taken any flights in 2020
since the pandemic reached your
country?



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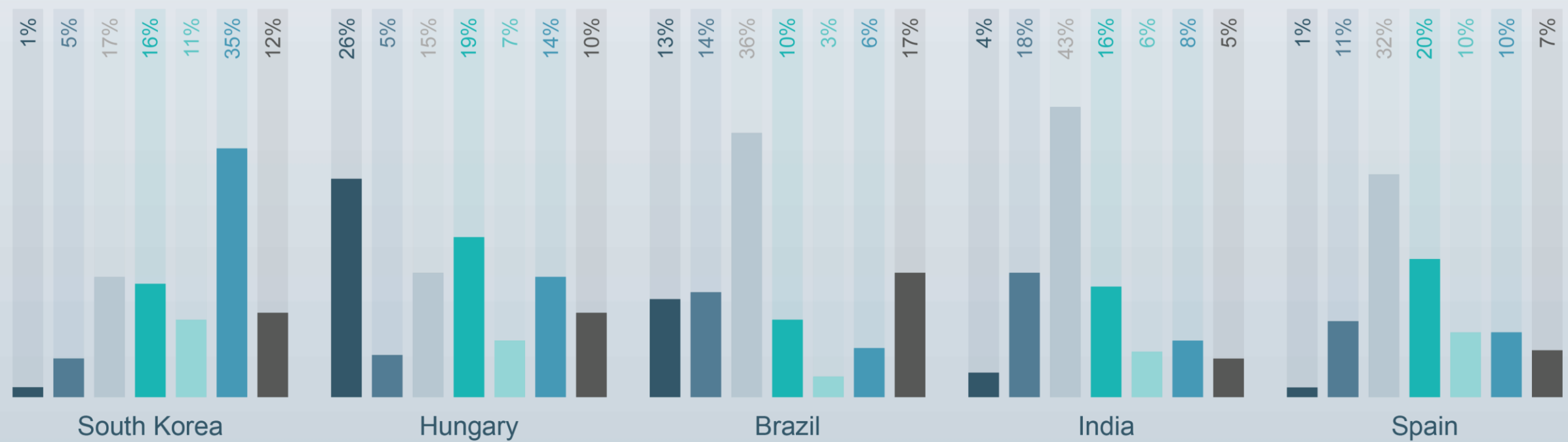
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Q:
When would you
be confident to take
your next flight?



Q:
When would you
be confident to take your next flight?

● Today ● Next month ● Within 6 months ● Within a year ● More than a year ● Not until COVID-19 disappears ● Not until there's a vaccine



Q:
**What are your main worries that prevent
you from travelling abroad right now?**



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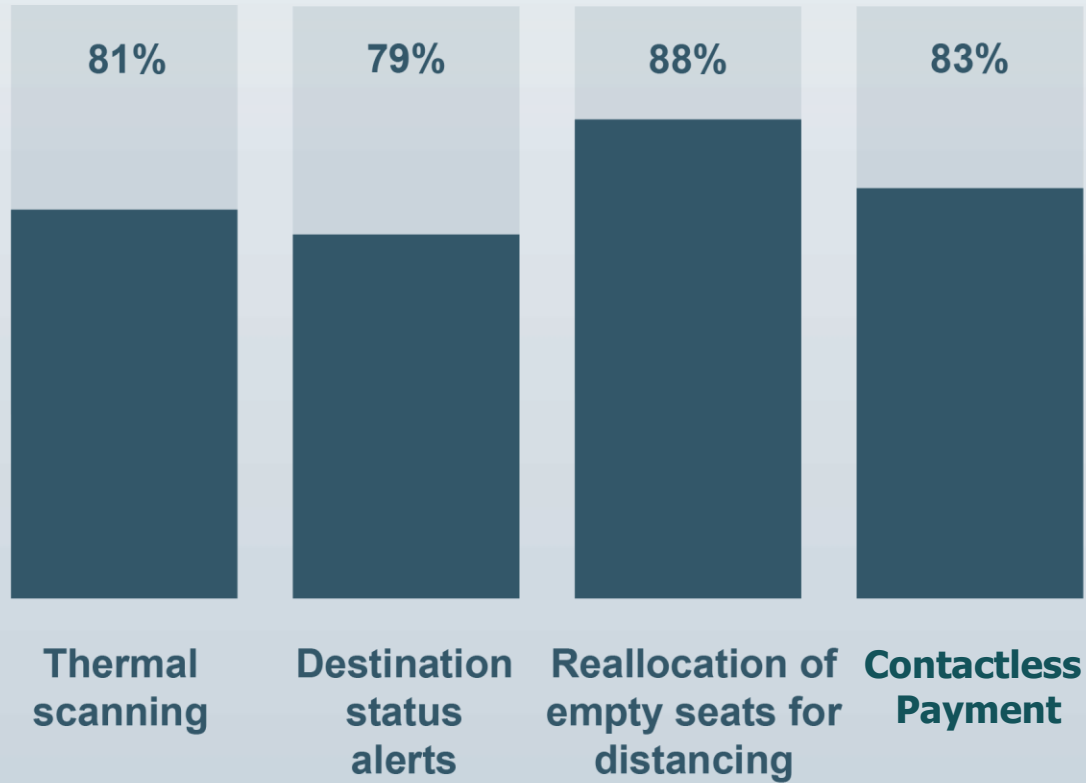
Q:
How are your travel habits likely to change post-COVID-19?



Q:

How much would the following new measures improve your confidence during the flight?

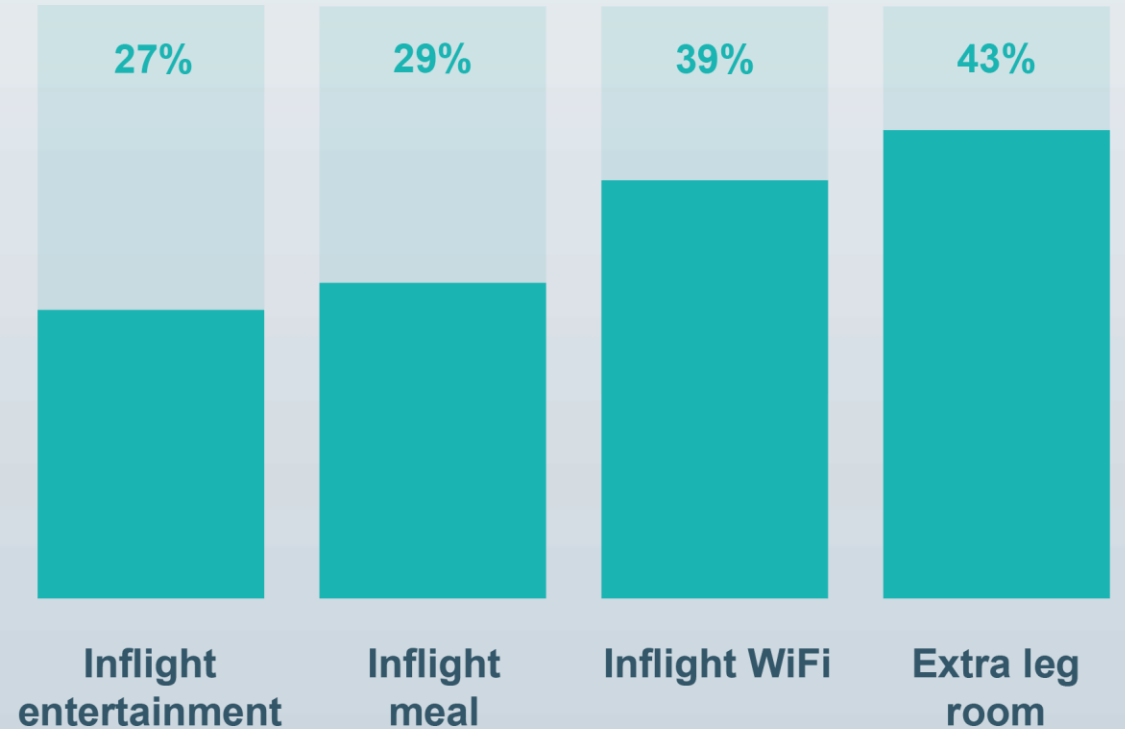
Net: would improve my confidence



Q:

Would you say the following factors are more or less important for the enjoyment of your flying experience now?

Those answering more important



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World-class global distribution network



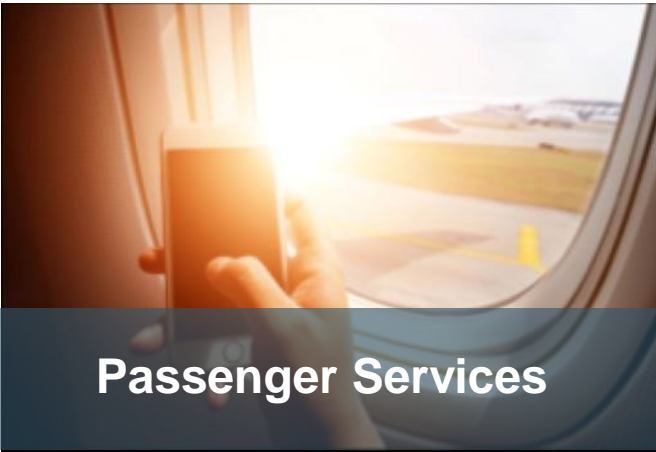
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 Vietnam Airlines

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 STARLUX
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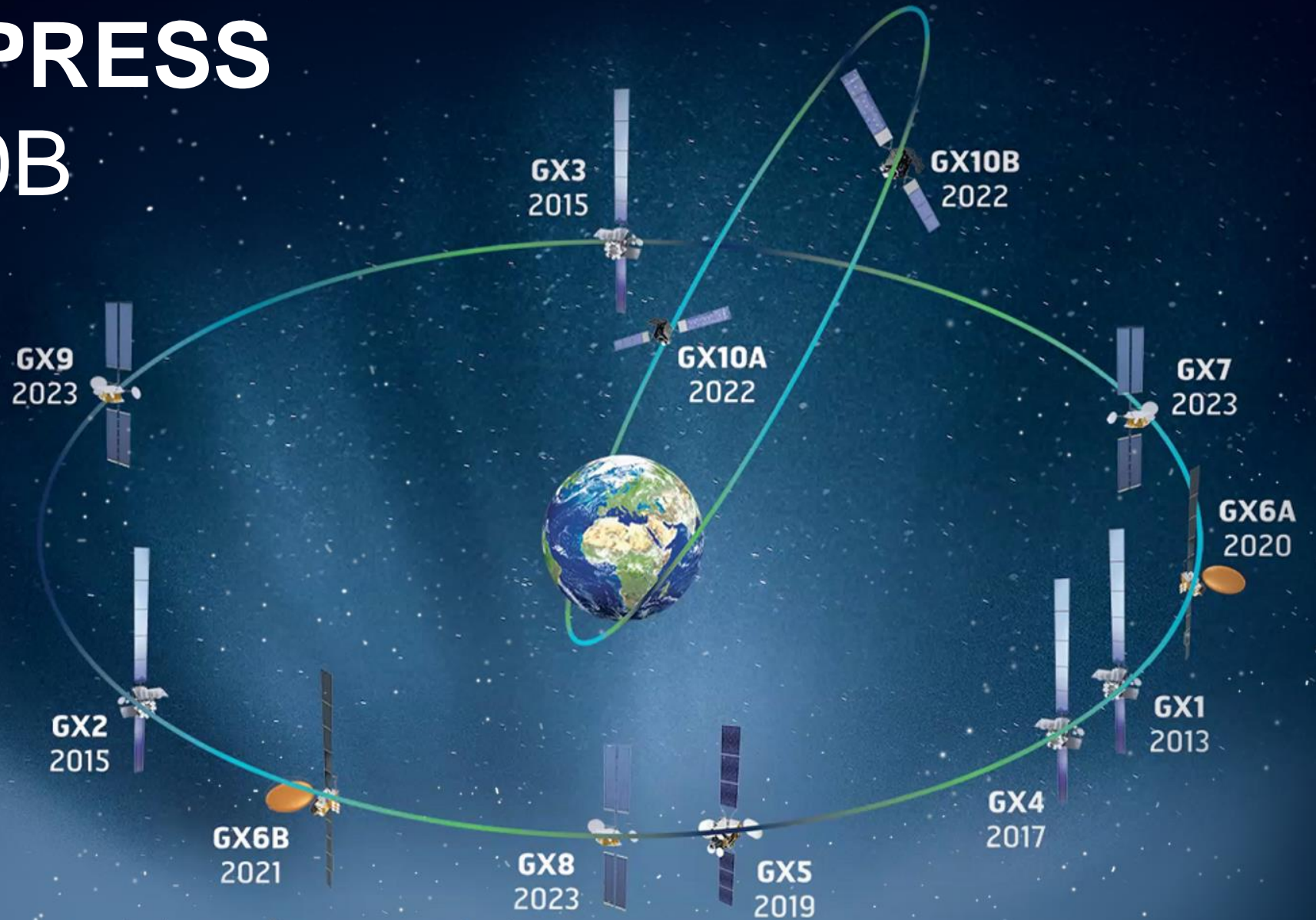
GX1 – GX10B

Scheduled launches of GX fleet

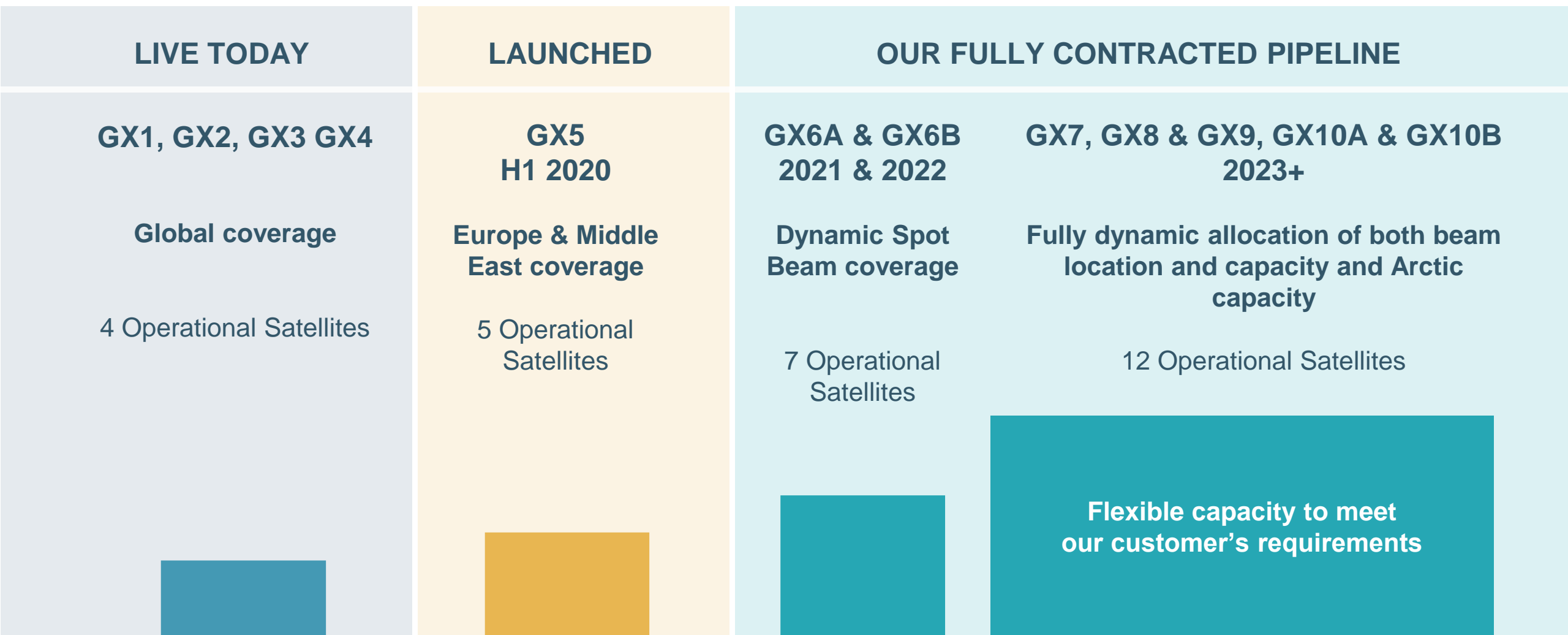
Inmarsat owns and operates the world's most reliable satellite and ground networks, delivering global, mobile connectivity to customers where and when they need it most.

Our fully-funded technology roadmap ensures that we will be ready to anticipate their ever more complex bandwidth demands over the next two decades.

Locations shown are indicative and are subject to change.



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