

99 City Road
London EC1Y 1AX
United Kingdom

T +44 (0)20 7728 1000
F +44 (0)20 7728 1044
W inmarsat.com

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Dear Partner,

IsatPhone Pro was launched in 2010 marking Inmarsat's entry into the global handheld satellite phone market. In November 2014, Inmarsat announced the end-of-life and withdrawal of IsatPhone Pro. Although manufacturing ceased in November 2014, customers were able to continue to purchase IsatPhone Pro if they were available in the market and Inmarsat continued to provide customer support and critical firmware updates until further notice.

After nine successful years in the market, Inmarsat is now giving notice of the end-of-sale and end-of-support of IsatPhone Pro effective on 01 October 2019. Although existing IsatPhone Pro handsets and accessories will continue to function with its SIM and Inmarsat subscription, please note that as of 01 October 2019:

- IsatPhone Pro, together with all its components and accessories shall no longer be available for sale by Inmarsat; and
- Inmarsat shall discontinue any further customer support, firmware upgrades or warranty and repairs for IsatPhone Pro, including any warranty of any repaired IsatPhone Pro.

I would like to take this opportunity to thank you for making IsatPhone Pro a significant success story for our respective businesses and wish you all the very best in continuing that success with IsatPhone 2.

For any additional information and/or queries, please contact your Inmarsat Account Manager.

Yours faithfully,



Astrid van de Ven

Senior Director Product Delivery Management

Inmarsat – Product Group