



Global Eagle Entertainment Customer FAQ

1. What did Global Eagle announce?

- Global Eagle has agreed on a definitive asset purchase agreement under which substantially all of the Company's assets will be acquired for total consideration of \$675 million by a group comprising approximately 90% of our first-lien term loan lenders. The investor group is led by lenders managed by Apollo Global Management, Inc., Eaton Vance Management, Arbour Lane Capital Management, L.P., Sound Point Capital Management, Mudrick Capital Management, or one or more of their respective affiliates, and certain funds and accounts under management by BlackRock Financial Management, Inc.
- This transaction will reduce the Company's total debt by approximately \$475 million and significantly increase our liquidity, positioning Global Eagle to continue driving long-term innovation and growth and serving our customers around the world.
- To implement the sale, Global Eagle and certain of our U.S. subsidiaries have filed voluntary petitions under Chapter 11 of the U.S. Bankruptcy Code in the U.S. Bankruptcy Court for the District of Delaware.
- During and following this process, Global Eagle will continue operating and serving our customers in the ordinary course, and the planned ownership transition is not expected to have any material impact on our operations. We remain focused on supporting our customers with best-in-class media, content and connectivity solutions for aviation, maritime, enterprise and government mobility end-markets.
- We have received interim court approval to access \$30 million of the \$80 million in debtor-in-possession (DIP) financing we obtained from the investor group. We expect this new financing, together with cash on hand and cash generated from ongoing operations, to provide ample liquidity to support our continued operations during the sale process. The investor group has also agreed to provide additional investment in the business in the form of a \$125 million exit facility, subject to certain conditions.
- The proposed transaction will be implemented pursuant to Section 363 of the U.S. Bankruptcy Code, with the investor group serving as the "stalking-horse" bidder, and subject to higher or better offers and other customary conditions.

2. Why did Global Eagle file for Chapter 11? Why now?

- Our industry has been particularly impacted by the ongoing COVID-19 pandemic and significant declines in global travel. While we are continuing to execute on our business transformation, and have made progress in certain areas, we are facing financial challenges.
- The important actions we are taking are designed to strengthen our financial position and position Global Eagle for the long term. We expect to emerge from this process with a stronger balance sheet, significantly reduced debt and substantial liquidity, well-positioned to continue supporting customers with best-in-class solutions and service.
- We are confident this is the best path forward for our company and our customers, partners and employees, and are excited about the opportunities ahead for our company to continue driving growth and innovation and serving our customers around the world.



3. Will Global Eagle continue operating during this process?

- Yes. During and following this process, Global Eagle will continue operating and serving our customers in the ordinary course, and the planned ownership transition is not expected to have any material impact on our operations. We remain focused on supporting our customers with best-in-class media, content and connectivity solutions for aviation, maritime, enterprise and government mobility end-markets.
- The important actions we are taking are designed to strengthen our financial position and position Global Eagle for the long-term as we continue driving growth and innovation and serving our customers around the world.
- We expect to emerge from this process with a stronger balance sheet, significantly reduced debt and substantial liquidity, well-positioned to continue supporting customers with outstanding solutions and service into the future.

4. How will this process affect customers? Will there be any interruption to my services?

- There are no changes to our offerings or the way we support you as a result of this announcement.
- During and following this process, Global Eagle will continue operating and serving our customers in the ordinary course.
- We remain focused on supporting you with our best-in-class media, content and connectivity solutions as you plan for the COVID-19 recovery and beyond. We are also continuing to work closely with our vendors, suppliers and other partners.
- The important actions we are taking are designed to strengthen our financial position and position Global Eagle for the long-term as we continue driving growth and innovation.
- We expect to emerge from this process with a stronger balance sheet, significantly reduced debt and substantial liquidity, well-positioned to continue supporting customers with outstanding solutions and service into the future.



5. Does Global Eagle have sufficient liquidity to continue meeting its obligations?

- Yes – we have access to sufficient liquidity to continue operating our business during and following the court-supervised process.
- We have received interim court approval to access \$30 million of the \$80 million in debtor-in-possession financing we obtained from the investor group.
- We expect this new financing, together with cash on hand and cash generated from ongoing operations, to provide ample liquidity to support our continued operations during the sale process.
- The investor group has also agreed to provide additional investment in the business in form of a \$125 million exit facility, subject to certain conditions.

6. Will there be changes to the solutions, products or services Global Eagle provides as a result of this process?

- There are no changes to our offerings or the way we support you as a result of this announcement.
- The steps we are taking are designed to strengthen our business – we expect to emerge from this process with a stronger balance sheet, significantly reduced debt and substantial liquidity, positioning us to be an even better partner to you as we continue building on our strong foundation as the world's leading entertainment and connectivity provider for mobility.
- We are confident in our future and look forward to supporting you through the COVID-19 recovery period and beyond.

7. When does Global Eagle expect to complete this process?

- We intend to move through this process as quickly and efficiently as possible.
- While a definitive timeline has not been set, we expect to be finished by the end of 2020.

8. Are there any changes to my contacts?

- No. Your contacts remain the same.

9. Where can I obtain additional information?

- As always, if you have additional questions, please reach out to your usual Global Eagle contact.
- Additional information is available on Global Eagle's restructuring website at www.ConnectWithGlobalEagle.com.