



FREQUENTLY ASKED QUESTIONS FOR QUIZNOS CUSTOMERS

1. What did Quiznos announce?

- We announced that the Company's senior lenders have voted overwhelmingly in favor of a "pre-packaged" restructuring plan that will reduce our debt by more than \$400 million.
- The plan is also intended to increase the Company's flexibility as it executes operational enhancements designed to strengthen performance, revitalize the Quiznos brand and reinforce its promise as a fresh, high-quality and great-tasting alternative to traditional fast food.
- In order to implement this plan, the Company has voluntarily filed to reorganize under Chapter 11 in the U.S. Bankruptcy Court in Wilmington, Delaware.

2. What does it mean to file for Chapter 11 protection?

- Chapter 11 is the section of the United States Bankruptcy Code that regulates corporate restructurings.
- A Chapter 11 reorganization is a legal process designed to help companies continue to operate while they develop plans to restructure their finances.
- Chapter 11 permits, and even encourages, daily business operations to continue as usual.
- Many companies have successfully utilized Chapter 11, including United Airlines, Six Flags, Macy's, and MGM.

3. What does Quiznos hope to accomplish through this Chapter 11 reorganization?

- The actions we are taking are intended to enable Quiznos to reduce our debt by more than \$400 million, execute a comprehensive plan to further enhance the customer experience, elevate the profile of the brand and help increase sales and profits for our franchise owners.
- The Company will continue working with its franchisees in the U.S. and internationally to strengthen the brand, build momentum and improve growth and profitability.

4. How will customers be affected?

- Quiznos is open for business.
- All but seven of Quiznos' nearly 2,100 restaurants are independently owned and operated by franchisees in the U.S. and 30 other countries around the world. As separate businesses, these restaurants are not a part of the Chapter 11 proceedings. They are open and operating as usual.
- Together, we are continuing to provide Quiznos customers their favorite high-quality menu items.

5. Why should I continue to eat at Quiznos?

- You should continue to eat at Quiznos for the same reasons you always have. Our commitment to quality is unwavering, and we are dedicated to the highest standards of customer satisfaction.
- We look forward to continuing to provide a fresh, high-quality and great-tasting alternative to traditional fast food offerings.

6. Will gift cards and customer promotions continue to be honored?

- We expect that Quiznos gift cards and customer promotions will continue to be honored in accordance with our customary policies and procedures.



7. Is Quiznos going out of business?

- The Company expects to continue operating in the ordinary course of business throughout the restructuring process.
- The Company will continue working with its franchisees in the U.S. and internationally to strengthen the brand, build momentum and improve growth and profitability.

8. How long will Quiznos be in Chapter 11?

- While it is premature to speculate on an exact timeline, because the Company has already received the requisite approvals for its “pre-packaged” restructuring plan from the necessary creditor groups, we expect to execute the plan and emerge from the court-supervised process on an accelerated basis.

9. How will this affect Quiznos’ Canadian and other international operations?

- Our international operations are conducting business as usual.

10. How can I get updates and additional information?

- Quiznos has established a Restructuring Information Hotline for interested parties at (855) 388-4579 in North America or internationally at (646) 795-6978.
- Additional information can be found on the Quiznos website at www.quiznos.com/restructuring.
- Court documents and claims information can be found at a website maintained by Quiznos’ claims agent, PrimeClerk, at <http://cases.primeclerk.com/quiznos>.