

Value-added support services from Gogo

On site experts offer timely response, hands-on help

While 98% of the issues received by Gogo’s customer operations can be resolved remotely, sometimes tougher issues require an aviation connectivity expert on site.

For moments like these, Gogo offers dealers and customers across the United States the ability to tap into regional Field Support Engineers (FSE), which are a part of our overall 24/7 support system. These pros can give you expert assistance with initial installation support, initial troubleshooting, data usage analysis, and more.

Premium services provided by Field Support Engineers

No matter where you need us, just select the right FSE enhanced service and help is on the way. (All services include travel within North America.)

<p>Wi-Fi predictive Analysis & Mapping</p> <p>Acquire drawings, customize analytics tool for specific aircraft configuration, analyze initial mapping output (predictive analysis), cross-reference installation guidance, perform onsite analysis and verification, mapping report.</p>	<p>\$6,000</p>
<p>Post installation support</p> <p>Customer and/or dealer request for additional test flight, system evaluation or operational analysis beyond basic technical support.</p>	<p>\$195.00/hr 4 hour minimum</p>
<p>Installation assistance</p> <p>On-site installation assistance for additional support, subsequent to initial product installation support and within 30 days of delivery (product specific).</p>	<p>\$195.00/hr 4 hour minimum</p>
<p>Field Support Package</p> <p>Comprehensive pre-install and post-install support, includes Wi-Fi mapping, two(2) onsite visits and one (1) 30-day follow-up visit.</p>	<p>\$8,000</p>
<p>Other / FSE support</p> <p>Customer driven statement of work, billed per hour based on required service. Examples include on-site user training, crew training, security optimization, integration needs, and more. Services rendered will be in accordance with Gogo standard policies and procedures.</p>	<p>\$195.00/hr 4 hour minimum</p>