



SERVICE & SUPPORT



A close-up photograph of a person in a white uniform with a black and gold striped epaulet, looking down at a document held by another person. The word "reliable" is overlaid in red at the bottom left.

reliable

At Gogo Business Aviation, we strive to deliver a premium customer experience

That's why we've invested countless resources and budget into creating the most advanced customer service and support infrastructure in business aviation today. To all our customers, we promise to be:

- › Predictable in service delivery
- › Simple to do business with
- › Insightful in delivering timely and accurate data on your system's performance





NOC

Network Operations Center

A proven, high-performing broadband network that's built to last

The most effective means to delivering world-class service and support is to build networks, technology and experiences that simply work.

We've spent the last 30+ years building the global infrastructure to deliver the best possible services that meet your needs. Because we own and operate our airborne networks, we can quickly respond to issues that directly affect you.

- › Fully built infrastructure of towers, satellites, and licensed/unlicensed spectrum provides greater coverage and supportive redundancy no matter where you fly.
- › Continuous monitoring and 24/7/365 support at the Gogo Network Operations Center (NOC) means you can trust in our network and service, knowing our team is on-call, all the time.
- › Cybersecurity at the forefront of our products and services ensures your peace of mind, so you can conduct business with confidence even when you fly.



250+

ATG TOWERS – NORTH AMERICA
SATELLITES – GLOBAL



24/7/365

NETWORK MONITORING
SECURED INFRASTRUCTURE





CONTINUOUS
MONITORING



PREDICTIVE
MAINTENANCE
ANALYTICS



ON-DEMAND
UPDATES



Timely, pro-active support

The best way to handle a customer issue is to resolve it before the customer even knows it's there. That's why the Gogo AVANCE software platform gives you innovative "brains on board" that revolutionizes and simplifies how you do business with us and how we support our technologies – both on the ground and in the air. With AVANCE, you get proactive support and operational ease.

- › Continuous monitoring allows unparalleled, visibility into the health and performance of your systems and services.
- › Predictive maintenance analytics offers assurance that your system is working from the start, and your investment in Wi-Fi is set to deliver.
- › Want to add a service like Gogo Vision or change your service plan? Just call Gogo and we'll remotely activate your new service or set you up with a new plan - no LRU swap needed.





trust

Worldwide field service & support: Trusted advisors in the field

Sometimes, you need an aviation connectivity expert on site. We've got you covered.

Our team of highly experienced field service engineers (FSEs) supports business aviation customers where they fly. These engineers are strategically located at major airport hubs across the U.S. and two locations in Europe to provide technical service and support where and when you need it.

- › Regular maintenance and software upgrades let you know you're flying with the latest technology and services that Gogo provides.
- › In-cabin Wi-Fi mapping support provides guidance on how to install and operate your inflight internet system to best meet your aircraft and passenger needs.
- › Certified FAA Part 145 Repair Station to troubleshoot, diagnose, repair Gogo systems, and return equipment to service. Our regional supporting FSEs function as our mobile technicians at the aircraft.

10 **EXPERTS**

AT MAJOR HUBS ACROSS U.S.
AND IN EUROPE

180+ **YEARS**

OF AVIATION EXPERIENCE

50+ **YEARS**

EXPERIENCE AT DEALERS/OEMS

20+ **YEARS**

WORKING AT GOGO



control

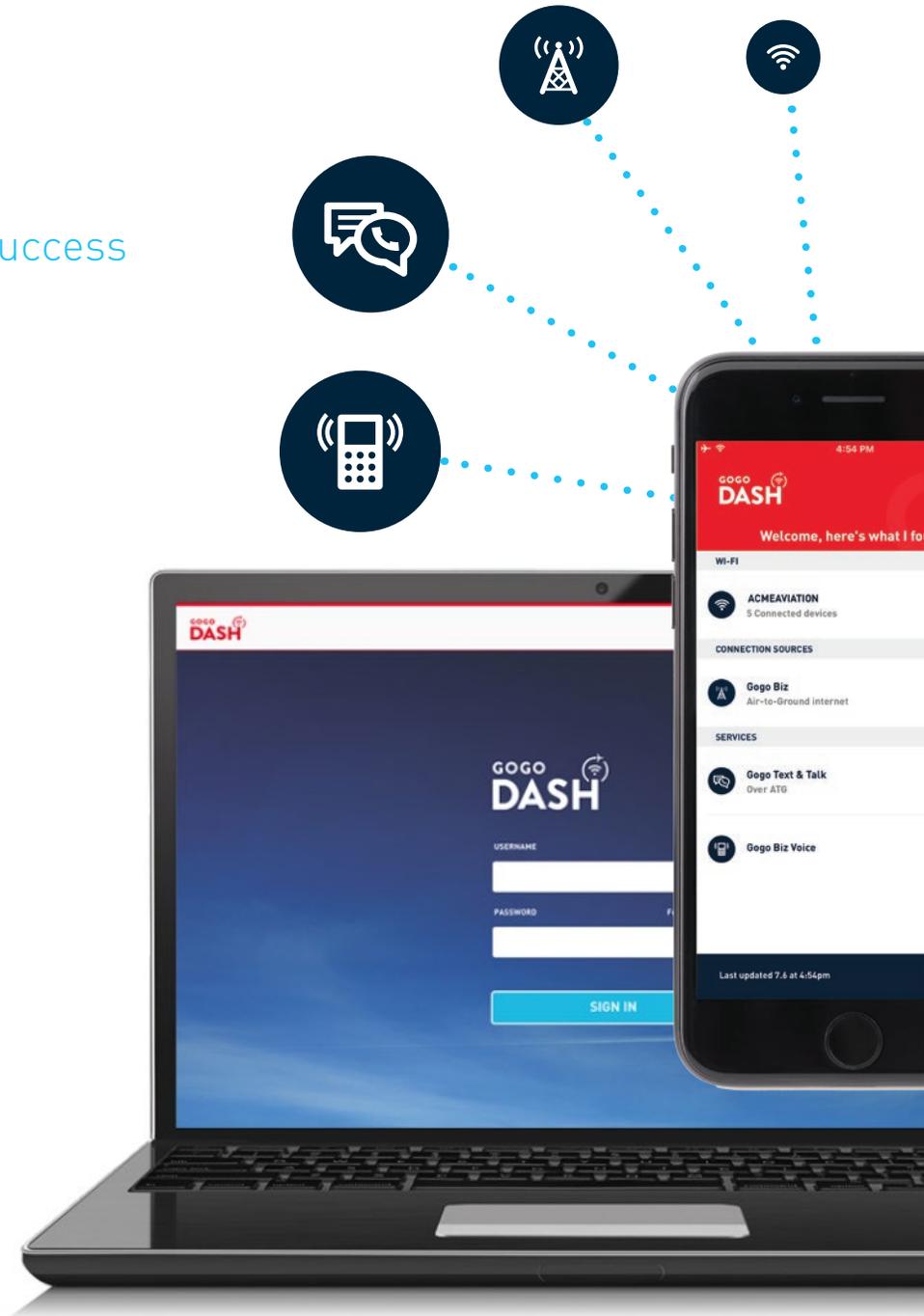
Gogo DASH

Self-service, self-sufficient tooling for your success

The right information in your hands at the right time means a happier and more productive you.

The Gogo DASH toolkit gives your inflight personnel and on-the-ground operations and support teams the ability to see what's happening with your Gogo systems and networks—so you can proactively take control of your experience.

- ▶ The Gogo DASH app enables inflight personnel to quickly check the health status and availability of all Gogo services and systems on board.
- ▶ The Gogo DASH portal was designed to meet the needs of on-the-ground operations and support personnel. Through the portal, these teams can continuously monitor system performance for one aircraft or an entire fleet.





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