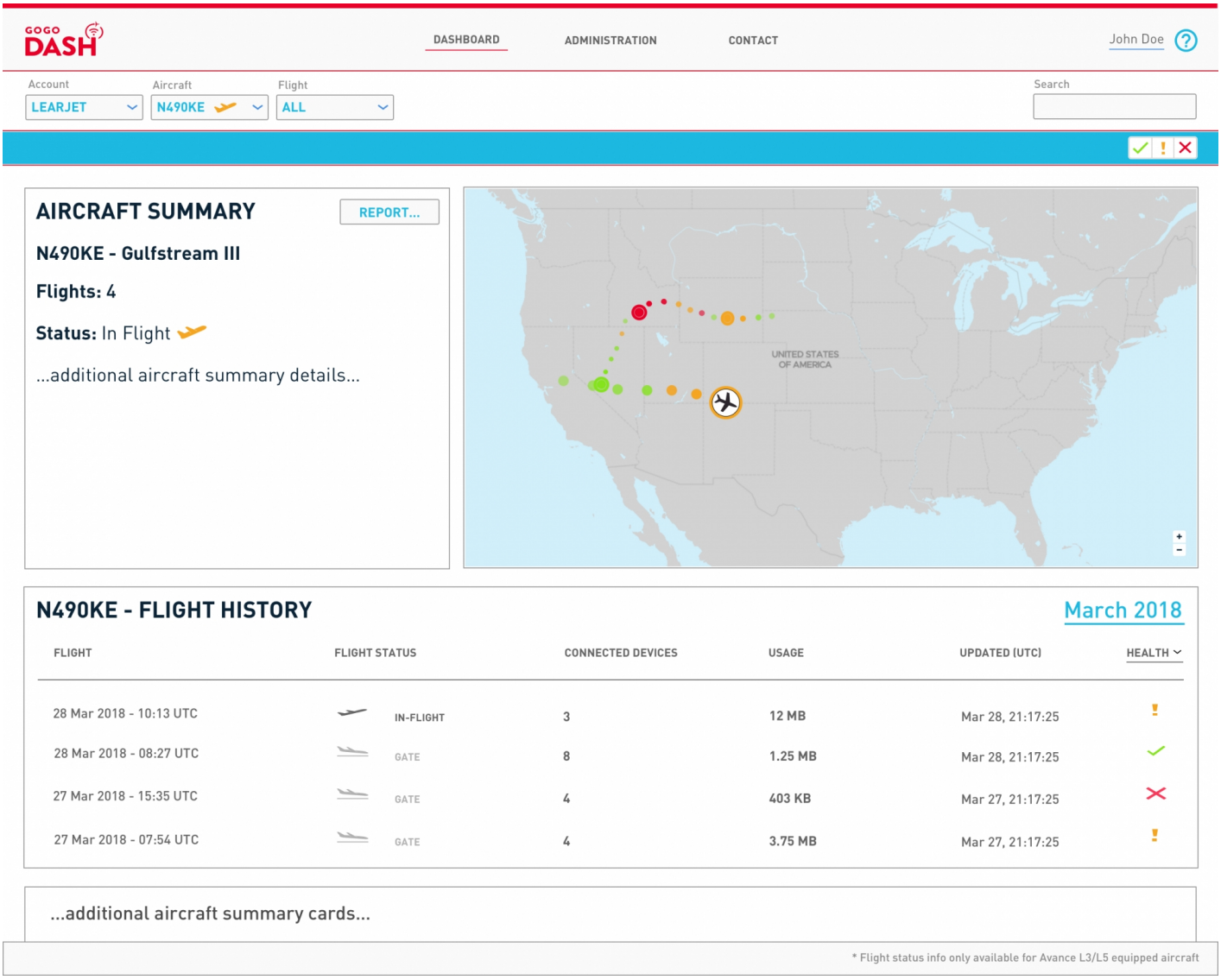
GOGO DASH GIVES VISIBILITY INTO ONBOARD CONNECTIVITY SYSTEMS FOR AN IMPROVED CUSTOMER EXPERIENCE

News / Business aviation



Connectivity is often the biggest influencer on passenger satisfaction today. Passengers on business aircraft expect reliable, seamless connectivity, but they also want visibility into the performance of the connectivity systems on board their aircraft.

To help provide greater insight and better diagnostic tools, Gogo Business Aviation is introducing Gogo DASH, a powerful new toolkit that gives operators and pilots visibility into the Gogo network and the connectivity systems they have installed on their aircraft. Gogo DASH is comprised of the DASH mobile app and DASH portal and provides information for a single aircraft or an entire fleet.

"Before Gogo DASH, a director of maintenance, who is the person responsible for the smooth running of the aircraft systems, would be the last person to know if there was an

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issue with the system onboard one of their aircraft," said Dave Glenn, vice president of customer support for Gogo Business Aviation. "Now, with DASH, he or she is the first person to know, which enables them to be a lot more proactive, and that's critical. It also enables us to get support to them much faster to get their systems back on track when needed."

Gogo DASH is available to customers with Gogo AVANCE or any other Gogo ATG (air-to-ground) system, and the mobile app and portal feature an easy-to-use, intuitive interface.

The Gogo DASH mobile app gives airborne personnel instant visibility into their Gogo systems during flight, and gives them key information to help diagnose and resolve an issue when working with their ground operations teams or Gogo customer support. Via a touch of a button on their mobile device, users can check network availability, system health status, and see which Gogo services (like Gogo Vision or Gogo Text & Talk) they have onboard.

The Gogo DASH portal arms flight departments and technical teams on the ground, anywhere in the world, with operational insight and visibility into the Gogo networks, devices, and systems they have installed on their aircraft. It will be available to customers beginning Oct. 16, 2018. Gogo DASH insights help these teams ensure the best possible passenger experience while providing the critical information needed to speed diagnostics and issue resolution – either during a flight or post-flight.

The DASH portal is web-based, device agnostic and provides a rich toolkit, giving ground personnel information about system and network status, and even lets them see how much data is being used in aggregate and by device type on the aircraft.

As users leverage DASH over time, aggregated information will be gathered providing valuable insight into trends that will allow Gogo to improve performance across its network.

While DASH is optimized for the Gogo AVANCE software-centric platform, it is built to support all other ATG systems as well. The AVANCE software-centric design makes continuous innovation possible, so anyone flying with an AVANCE system today can expect Gogo DASH, and other Gogo services, to grow more powerful over time.

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