GOGO CONFIRMS NEW PLANE SIMPLE KU-BAND STC AS AIRX UPGRADES FLEET OF BOMBARDIER CHALLENGER 850

News / Business aviation

AirX confirmed it is upgrading its connectivity across its Bombardier Challenger 850 aircraft fleet by installing the Gogo Plane Simple Ku-band terminal. The equipping of the terminals is part of a customized service plan created by Gogo to support very specific AirX requests that ensure passengers receive high-speed inflight connectivity. The tailored bundle includes Pay-As-You-Go airtime for broadband connectivity, and AirX is also taking advantage of Sky Ticket Credit Card technology, which enables the operator to provide on-demand connectivity.

The ability to control, manage and access customer connectivity usage through a dedicated portal ensures passengers can access high-speed Wi-Fi while onboard. To date, two Bombardier Challenger 850 aircraft have been fitted with the Gogo Plane Simple® Ku-band terminal and are now fully operational. The initial installation, managed by Alamo Engineering at AirX's London Stansted facility, resulted in the issuance of a new EASA Supplemental Type Certificate for the

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aircraft type. The equipping of the advanced technology terminals represents the first phase of an entire AirX fleet connectivity upgrade, which aims to provide uniform, high-speed connectivity across the fleet.

Houssam Hazzoury, AirX Group CEO commented: “Demand for our charter services is continuing to grow, with each aircraft currently undertaking, on average, 900 hours of flight per year. Limiting downtime is a key consideration, which is why this upgrade program is underway. The simplicity of the Gogo antenna series means we can add reliable, consistent global connectivity with minimal downtime. The streamlined upgrade path and the fact we can make one call to Gogo for end-to-end connectivity management and support were key decisions in our selection process.”

Dave Falberg, Gogo’s senior vice president of EMEA-APAC stated: “AirX has a reputation for delivering uncompromising, high-quality standards to its clients, and we are proud to support their needs with our purpose-built for business aviation terminals. The Gogo Plane Simple Ku-band antenna, in conjunction with the dedicated airtime provided by the SES FlexExec network, ensures AirX clients can remain productive, relax and enjoy entertainment wherever they fly. Our ecosystem has been defined and developed to deliver tailored solutions for mixed, large fleet operators conducting international missions, and we look forward to adding more of our antennas to the AirX fleet to enhance their passenger connectivity experience.”

Following installation onboard the first two aircraft, Gogo provided its unique Entry-into-Service offering at the AirX UK facility, supplemented by system training for the AirX team based in Malta. AirX customers include global brands, major corporations, government officials, and heads of state. The tailored EIS training ensures the AirX crew and operations department are familiar with the system, prepared to manage unexpected coverage interruptions and can enable passengers to maximize functionality. AirX will also benefit from 24/7/365 customer support, which ensures optimal performance and troubleshooting if necessary.

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