GOGO AVANCE

Delivering multi-network inflight connectivity capabilities this future-ready powerhouse comes complete with built-in entertainment, real time performance insights and award winning personal customer support

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Connecting you from the skies above to your world below

Gogo AVANCE redefines the inflight experience as a fully integrated aviation-grade software-based system, available in multiple hardware configurations. See what AVANCE can do for you:

- Deliver superior inflight connectivity
- Multi-bearer network capabilities enable redundancy and bandwidth management all through one LRU
- Over-the-air system updates for fixes, configurations and software reducing downtime and maintenance costs, ensuring your hardware remains technologically advanced and up-to-date

- Inflight entertainment gives you access to a 3D moving map, on-demand entertainment and more without taking up bandwidth
- Built-in world-class cybersecurity allowing you to confidently connect in the air

Introducing the AVANCE family

ATG / GLOBAL

AVANCE L3

Handle the essentials like emails, text messages, and phone calls, while enjoying light internet usage.

AVANCE L5

Get full internet access, seamless multi-user connectivity and access to video calling.

AVANCE LX5

Fastest ever ATG speeds up to 80Mbps: more streaming, real-time connections and live experiences.

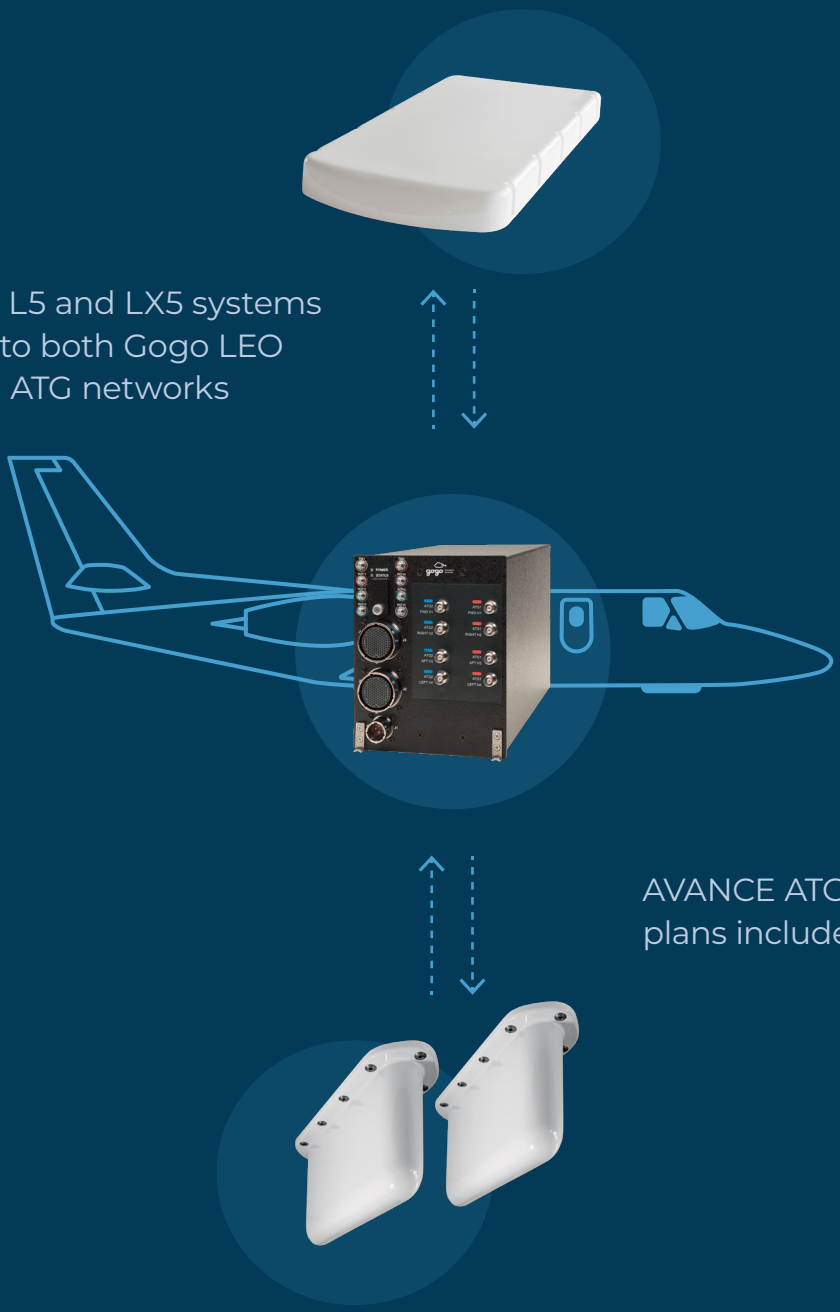
GLOBAL

AVANCE SCS

At-home or in-office like internet no matter what or where you fly. Consistent, reliable global coverage with speeds up to 60Mbps on HDX and 195Mbps through FDX.

All ATG AVANCE systems are Global compatible with the addition of one HDX or FDX antenna. Take advantage of simplified, effective network redundancy and cost management with ATG + Satellite all in one solution.

SATELLITE + ATG all in one LRU



AVANCE L3, L5 and LX5 systems give access to both Gogo LEO satellite and ATG networks

AVANCE ATG unlimited plans include global data

- Reap the benefits of dual-network capabilities by connecting to our satellite and ATG networks via a single onboard system for redundancy
- No more bandwidth sharing between passengers and crew; assign networks and bandwidth to designated groups
- Seamlessly switch between networks when traveling outside of air-to-ground coverage

Superior customer experience

- Utilizing the latest satellite and antenna technology
- Uniquely backed by cybersecurity, reliability and customer support guarantees
- Licensed ATG network exclusively managed by Gogo for Gogo customers, guaranteeing network performance and data security
- Gogo 5G is the first and only 100% end-to-end true 5G network by 3GPP's mobile broadband standards
- 96% of customer support cases solved with the first phone call
- 98% of technical support cases resolved remotely

> *Connectivity from the sky is not just about technology. You also need reliability, coverage, service and responsiveness from your provider. It's not just a question of functionality, but also dependability, support, and relationships.*
>
> ***- Todd Duncan, Chairman, Duncan Aviation***

More than Connectivity: world-class global customer support

24/7/365 personal customer support

- Gogo supports over 24,000 business aircraft flights a day, worldwide
- Leveraging the most advanced monitoring and visibility tools, infrastructure and team
- **Email:** customerservice@gogoair.com
- **Phone:** +1 303 301 3278

Technical support

- Real people, real support, where and when you need it
- Onsite support with Field Service Engineers
- **Email:** batechsupport@gogoair.com
- **Phone:** +1 303 301 3278

Remote support

- Proactive monitoring and self-reporting - our systems alert us if there is a problem
- Over-the-air system updates for fixes, configuration changes and software

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