



GOGO SMARTSHIELDSM



confidence



Gogo SmartShield

Exclusive membership protections and benefits for your Gogo investment

Gogo is already business aviation's most trusted inflight connectivity and entertainment (IFEC) name. Why? Because we design our solutions to deliver maximum value: creating an incredible inflight experience that works reliably for as long as you own it.

But we never stop looking for ways to give you more.

Introducing Gogo SmartShield: our all-new customer membership program that lets you take full advantage of exclusive protections and benefits for your Gogo IFEC investment.* You'll gain total peace of mind over your Gogo equipment, realize greater cost control, and even access exclusive discounts on select Gogo services. All so you can fly smarter with complete confidence.



*Terms and conditions apply.

Visit gogoair.com/smartshield/terms-conditions/

Protect. Control. Save.

Gogo SmartShieldSM membership gives you 3 distinct, and powerful, customer advantages. Let's take a closer look.

Greater cost control over your service bills

Business aviators don't like surprises. With SmartShield, you'll be able to predict your monthly service costs with near-certainty and even avoid some costs.

Fixed service pricing

- ▶ With SmartShield, your aircraft account will be immune to monthly service price increases during your subscription period.

Monthly roll-over of unused MBs

- ▶ If you don't use it, you don't lose it. Go ahead and rollover unused data Megabytes (up to 10% of your total monthly MB allotment) to the following month.

Annual overage forgiveness

- ▶ Sometimes your passengers simply need more data during the month. SmartShield gives you an "overage forgiveness waiver" that can be used once annually. You choose the month and SmartShield eliminates the overage charges (up to \$4000).

Peace of mind for your Gogo investment

Full warranty

- ▶ SmartShield protects your Gogo solution with a full warranty for as long as you have an active SmartShield membership. It covers any failures or repairs on the Gogo system and includes shipping of parts, repair of parts, and any associated labor.

Expedited shipping

- ▶ The sooner an issue is fixed, the faster your aircraft returns to service. With SmartShield, any parts you need will be automatically upgraded to the fastest, expedited shipping available.

Cloudport and AVANCE over-the-air updates

- ▶ SmartShield gives you access to AVANCE over-the-air (OTA) updates. Allowing you to automatically update your Gogo Vision content, push AVANCE configurations, and remotely update your AVANCE system software.

Gogo Cloudport

Remotely keep your AVANCE system up to date without lifting a finger

Gogo Cloudport is a small, simple device that turns your hangar into a Gogo Cloud hot spot and gives you access to the Gogo Cloud network. You can automatically update your Gogo Vision content, push AVANCE configurations via DASH, and remotely update your AVANCE system software. It's an incredibly easy way to maintain your inflight experience so you can be productive, entertained, and connected.

Features

AVANCE over-the-air (OTA) updates

Cloudport enables AVANCE OTA to provide you the capability to maintain Gogo's optimal connectivity service level, ensuring your system remains up to date with access to the latest features and allows you to maximize equipment benefit.

OTA software updates via DASH

- › Gogo AVANCE systems have the ability to perform remote software updates, keeping your system up to date without having to use a USB or even schedule downtime.

OTA content updates for Gogo Vision

- › Automatically downloads new Vision content such as movies, TV shows, news clips and more, by utilizing a wireless connection to an onboard AVANCE system.

OTA troubleshooting for Gogo support

- › Remotely collects Gogo information from your aircraft for Gogo Tech Support to troubleshoot issues.

OTA AVANCE configurations via DASH

- › Use DASH MIX to customize connectivity configurations from your desk or phone and have it pushed remotely through a Cloudport to your aircraft.



Exclusive discounts on select products and services

Now that you've protected your investment and gained greater cost control, let Gogo help you save even more.

50% discount on Field Support Engineer help

- › Gogo's Field Support Engineer (FSE) team is the top tier of our customer support. These experts provide on-site, hands-on help with anything you need. SmartShield saves you 50% off the hourly FSE rate (up to 8 hours).

Free Master Technician and Installer Course seats

- › This efficient and effective learning program blends two hours of prerequisite foundational eLearning with 4 days of hands-on classroom experience in our state-of-the-art training facility in Broomfield, Colorado. You'll receive 6 total vouchers to attend this \$2,100 per seat training course.

Gogo Vision 360 inflight entertainment discount

- › Gogo Vision 360 – which is fully-integrated into all AVANCE solutions — is the ultimate inflight entertainment service. Featuring hit movies, top TV shows, a 3D moving map, popular magazines and more, Vision is business aviation's most popular way for passengers to enjoy the flight. SmartShield saves you 10% on Gogo Vision 360 monthly service.

SmartShield cost

PLAN NAME	FEE	PERIOD
Gogo SmartShield*	\$5500	Annually w/ a 3-year commitment

*Requires a three year commitment to a Gogo data plan of at least 1GB/month

Have an ATG system?

SmartShield protects you now and saves you big on an AVANCE L5 upgrade.

Current Classic ATG (1000/2000/4000/5000) customers can enjoy SmartShield's benefits and save \$25K on an AVANCE L5 upgrade, in addition to any current promotional offerings.





Connect with us:

105 Edgeview Drive, Suite 300
Broomfield, CO 80021
USA

+1 888.328.0200 *Toll-free*
+1 303.301.3278 *Worldwide*
connect@gogoair.com *Email*

gogoair.com