

Field Support Engineers provide premium services

On-site experts offer timely response, hands-on help

While 98% of the issues received by Gogo's Customer Support team can be resolved remotely, sometimes tougher issues require an aviation connectivity expert on site.

For moments like these, Gogo offers dealers and customers across the United States the ability to tap into regional Field Support Engineers (FSE) who function as our mobile technicians at the aircraft. Certified as part of Gogo's FAA Part 145 Repair Station, these pros can troubleshoot, diagnose, repair Gogo systems, and return equipment to service without the aircraft leaving its hangar.

Value-added support when and where you need it

No matter where or when you need us, just select the right FSE enhanced service and help is on the way. (All services include travel within North America.)

<p>Field Support Package</p> <p>Comprehensive support, includes Wi-Fi Predictive Analysis & Mapping and Gogo ProCheck packages.</p>	<p>\$8,000</p>
<p>Wi-Fi Predictive Analysis & Mapping</p> <p>Acquire drawings, customize analytics tool for specific aircraft configuration, analyze initial mapping output (predictive analysis), cross-reference installation guidance, perform on-site analysis and verification, mapping report.</p>	<p>\$6,000</p>
<p>Gogo ProCheck</p> <p>On site assistance during upgrade or initial installation to include cable sweeps, follow-up installation inspection visit, and an FSE on site for delivery to the customer.</p>	<p>\$2,000</p>
<p>Customized On-site Support</p> <p>Customer driven statement of work such as on-site user training, crew training, integration needs, and more.</p> <p>Customer and/or dealer request for additional test flight, system evaluation or operational analysis beyond basic technical support.</p>	<p>\$195.00/hr 4 hour minimum</p>
<p>Personalized Training Sessions</p> <p>In addition to our standard courses, custom training sessions for specific products are also available.</p>	<p>\$1,000/day plus instructor expenses</p>