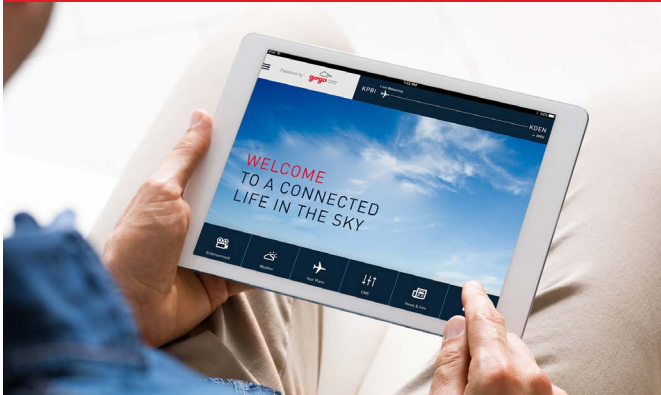


Move up to AVANCE L5 with Gogo FastForward program.



LIMITED-TIME OFFER

\$40,000
rebate directly from Gogo

or

9 months of free
Gogo Biz® 4G Pro service

Upgrade your classic Gogo ATG system to a 4G streaming experience with AVANCE L5 through Gogo's FastForward program for 2020. If you trade up through the FastForward program by December 31, 2020, you will receive a **\$40,000 rebate check** directly from Gogo, or **9 months of free Gogo Biz Pro service**. All you need to qualify is active service, an aircraft equipped with an ATG system (ATG 1000/2000/4000/5000/8000) and the purchase of an AVANCE L5 system.*

Boost performance for a true 4G experience.

- Reliable performance across the U.S. and parts of Alaska and Canada
- Improved router optimized to handle more smart phones, tablets and laptops than ATG
- Built-in Gogo Vision® Inflight Services & On-Demand Inflight Entertainment
- Stream Netflix, Hulu, Amazon, HBO Go, music, video conferences and other video services
- Stream Pandora, Spotify, iTunes and other audio services
- Voice and video calls on your smartphone
- VPN access and large mail attachments

Be 5G Ready

Receive a free Gogo X3 LRU that will connect you to the Gogo 5G network when it launches.**

Installed by the Gogo Biz experts at Clay Lacy.

Clay Lacy is an Authorized Gogo Biz® Dealer with more than 100 Gogo installations to date. Rely on expert installation at our full-service FAA Repair Station. To take advantage of this limited-time offer, contact Avionics Manager Eddy Diaz at ediaz@claylacy.com or Pat Conroy, Director of Service Sales, at pconroy@claylacy.com or (818) 808-6456.

Save 8% on average with Gogo Biz 4G Data Plans.

| PLAN | MB INCLUDED | MONTHLY FEE | OVER AGE/MB | NOTES |
|-------------------|-------------|-------------|-------------|-------------------|
| Gogo Biz 4G 1000 | 1,000 | \$1,743.40 | \$3.95 | No streaming |
| Gogo Biz 4G 2500 | 2,500 | \$2,295.40 | \$1.95 | No streaming |
| Gogo Biz 4G 5000 | 5,000 | \$2,875.00 | \$1.05 | Streaming enabled |
| Gogo Biz 4G 10000 | 10,000 | \$3,726.00 | \$0.85 | Streaming enabled |
| Gogo Biz 4G 15000 | 15,000 | \$4,301.00 | \$0.60 | Streaming enabled |
| Gogo Biz 4G Pro | Unlimited | \$3,675.40 | No overages | No streaming |

*To receive the rebate or credit, you must activate the AVANCE L5 system and return the removed ATG hardware no later than June 30, 2021.
**Promotion runs from 10/22/2019 through 12/31/2020. Requires active ATG service. Does not include purchase of Gogo 5G antenna. Cannot be combined with other offers. A deposit is required for the 5G antenna."

AVANCE L5 FastForward Program FAQs

Customer FAQs

Q: What do I need to do?

A: Whether you want the installation credit or the service credit, complete the "FastForward Program Request Form". Once completed, Gogo Sales Operations will reach out to support you with the PO and RMA process.

Q: What do I have to do to ensure I receive my service or installation credit?

A: You are responsible for ensuring that your classic ATG system is returned to Gogo in order for us to issue service or installation credits to your account. Customers will not receive the credit until we have confirmed receipt of your aircraft's current classic ATG system. For shipping questions or to request a box to use to pack and ship your ATG system back to us, please contact basales@gogoair.com.

Q: Do I get the AVANCE L5 hardware for free?

A: No. You must purchase the AVANCE L5 and return your aircraft's current classic ATG system to receive a credit.

Q: I don't have an ATG system currently in my aircraft, what promotion/deal do you have for me?

A: The ATG FastForward Promotion is a loyalty program for active Gogo Biz customers. If you use other Gogo services, please reach out to your regional sales manager to discuss options for equipping your aircraft with 3G, 4G or 5G connectivity.

Q: I selected the "free service" option on the request form; how will this plan appear on my monthly service invoice?

A: Upon activation of your new AVANCE L5 system, you will see the service charge on your aircraft service invoice -AND- a credit line item to offset the charge, which means you'll have free service for this aircraft.

Q: What type of AVANCE L5 service plan do I have to purchase?

A: If you opt to receive the service credit, you'll receive 9 months of the Gogo Biz Pro plan or you can select a plan of your choice to receive a discount on your monthly service plan for up to 9 months. If you select a more expensive plan, such as the Gogo Biz 4G 15000 plan with streaming, you will be responsible for covering any additional costs that surpass the \$40,000 credit.

Q: What if I would like to select a streaming plan?

A: You are able to select any plan you would like for 9 months of service but you will forfeit the difference if it's less than the Gogo Biz Pro plan, or pay the difference if it is more than the Gogo Biz Pro plan. For example, if you select the Gogo Biz 4G 10,000 plan at \$4,050/month, you will receive 9 months of service that totals to \$35,450, thus forfeiting \$4,550 in credit. Or, if you select the Gogo Biz 4G 15000 plan at \$4,675/month, you will receive 9 months of service that totals to \$42,075 and you will owe Gogo the additional \$2,075.

Q: Is the service credit transferable if I sell the plane?

A: No. The credit is not transferable to either another aircraft or another owner. Free service can be transferred to a new management company as long as a letter is provided by the old management company confirming the aircraft is moving to a new management company.

Q: I selected the Install credit; how do I receive my credit?

A: If you opted to receive the install credit, Gogo will mail you a check for \$40,000 to the specified address and recipient that you provide in the FastForward promo form. You will not receive your check until Gogo has confirmed receipt of your aircraft's current ATG system. Once Gogo has received the ATG system, please allow 2-4 weeks to receive your check in the mail.

Q: Is this open for all ATG systems?

A: Yes. Any ACTIVE customer using an ATG 1000/2000/4000/5000/8000 may take part in this program.

Q: My ATG system is not currently activated. If I activate it now, am I eligible for this promotion?

A: Yes! Please contact customer support so that we can activate your ATG system. Once your system is activated, you can work with your Gogo dealer on the purchase of an AVANCE L5 and complete the online request form.

Q: I'm currently installing an AVANCE system, can I retroactively get this credit?

A: No. The promotion is valid from April 1, 2020 through December 31, 2020. The dealer or customer must complete the Promo Request Form and the dealer must verify customer eligibility prior to installation.

Q: If I place an order on Dec. 31, 2020 but don't have it installed, will I qualify for the credit?

A: Yes, you will qualify for the program if the online form is completed and hardware is shipped by Dec. 31, 2020 and service is activated by June 30, 2021.

Q: My ATG system is old, do I still get the full credit?

A: As long as you have a Classic ATG installed with active (current) service today, and your account is in good standing with our billing team, you qualify for the service credit or install credit for that aircraft.

Q: Can I get the discount on multiple aircraft?

A: Yes. Customers who receive a multi-aircraft discount are eligible for this promotion. However, customers with a service pricing agreement (fleet program) are not eligible for this program. If you have fleet program, we'd like to create an upgrade plan that best meets your needs; please contact your Regional Sales Manager for details.

Q: When does my service start?

A: Your service will begin when you complete a new Subscriber Service Agreement (SSA). You can do this after installation by contacting bacustomerservice@gogoair.com.

Q: Can I pause my free service?

A: The service credit begins when the SSA is completed and is valid for up to 9 months. It cannot be paused or deferred to a later date.

Q: Does a maintenance suspension (where billing is temporarily suspended for an aircraft maintenance event) allow for the 9-month free service to be extended further?

A: No, the free Gogo Biz Pro service ends 9 months from the initial L5 activation. If aircraft suspends due to maintenance or non-payment from other services – like SBB, Iridium, then free service for Gogo Biz Data does not extend beyond 9 months.

Q: What if my account has a past due balance?

A: Your account must be in good standing to qualify for the promotion. If your account has a past due balance on your monthly service account, then the past due balance must be paid in full before you will qualify for the program.

Q: I'm purchasing a new pre-owned aircraft. Do I qualify for this promotion?

A: The promotion is intended for aircraft with active Gogo customers. However, if you are currently a Gogo customer and you are purchasing a new pre-owned aircraft, please contact your Regional Sales Manager so we can determine your eligibility for the promotion. Find your Regional Sales Manager here.

Q: Who should I contact with questions?

A: Your Gogo Regional Sales Manager can help answer questions. Contact Eddy Diaz, Avionics Manager, at ediaz@claylacy.com or Pat Conroy, Director of Service Sales, at pconroy@claylacy.com or (818) 808-6456.