

## 2021 Classic ATG Customer Loyalty Promo FAQ

**Q: Is this open for all ATG systems?**

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

**Q: What is the promotion for AVANCE L5?**

A: Our Ultimate Power promo is available to eligible Classic ATG customers who would like to upgrade to the AVANCE L5 and receive a \$35,000 rebate upon return of the Classic ATG system to Gogo, along with system activation and completion of a Subscriber Services Agreement (SSA) on the L5.

**Q: What is the promotion for AVANCE L3?**

A: Our Net Boost promotion is available to eligible Classic ATG customers who would like to upgrade to the AVANCE L3 and receive a \$15,000 rebate upon return of the classic ATG system to Gogo, along with system activation and completion of a Subscriber Services Agreement (SSA) on the L3.

**Q: What do we need to do?**

- A:
1. Complete the promo request form available online. This can be done by you or your Dealer installing your system.
  2. Once we receive the [form](#), Gogo Sales Operations or your Regional Sales Manager will reach out to confirm your promotion eligibility.
  3. After installation of the AVANCE L3 or L5 system, the Classic ATG should be sent to Gogo using the RMA labels provided.
  4. Complete a Subscriber Service Agreement (SSA) to activate service.
  5. You will be issued a rebate from Gogo in approximately 2-4 weeks after the equipment is received in our system and the SSA has been completed.

**Q: What is the process for receiving a rebate?**

A: When the SSA and Classic ATG system have been received by Gogo, our Accounting team will reach out to you to collect your banking information. Your banking information will need to be provided on your company or financial institution's letterhead. The payment will then be processed via ACH/Wire. Sales employees will not be responsible for collecting banking information. Please allow 2-4 weeks for processing.

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

A: No. You must purchase the AVANCE L3 or L5 system and return your aircraft's current Classic ATG system to participate in the promo.

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

A: These promotions are a loyalty program intended for customers with a Classic ATG system. Please see our new customer promotions that can be found [here](#).

**Q: I purchased and activated an AVANCE system between January 1, 2021 to March 31, 2021, do I miss out on this promotion?**

A: We will honor a service credit equal to the value of the rebate. If this applies to you, please contact your Regional Sales Manager.

**Q: I'm currently installing an AVANCE L3 or L5 system, can I retroactively get this credit?**

A: Yes, as long as the system has not been activated.

**Q: My ATG system is not currently activated. Am I eligible for the promotions?**

A: Yes! You can work with your Gogo dealer on the purchase of an AVANCE L3 or L5 system and complete the [online request form](#).

**Q: If I place an order by December 31, 2021 but don't have it installed, will I qualify for the rebate?**

A: Yes, you will qualify for the program if the online form is completed, the equipment is shipped by December 31, 2021, and service is activated by June 30, 2022.

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

A: Yes, as long as you return the currently installed ATG LRU to Gogo, and you meet the additional requirements of the promotion, you will receive full credit.

**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 Gogo Key Account Manager for details.

**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, 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: As long as the aircraft has a Classic ATG installed you will qualify for the promotion. If there is no Gogo system currently installed, you may be eligible for our new customer promotion here.

**Q: I'm purchasing a new pre-owned aircraft with an existing Classic ATG system. Do I qualify for the promotions?**

A: Yes. Please contact Gogo Sales Operations to confirm the existing unit at [basales@gogoair.com](mailto:basales@gogoair.com) or +1.888.328.0200.

**Q: Does the announcement of Gogo 5G mean I should wait to upgrade?**

A: No, AVANCE L5 is the first step in preparing for Gogo 5G. You will need to upgrade to an AVANCE L5 system and then add additional hardware once available in order to utilize the Gogo 5G network. Therefore, now is the time to take advantage of this promotion to get the best deal on an AVANCE L5 system in preparation for 5G.

**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](mailto:ediaz@claylacy.com) or Pat Conroy, Director of Service Sales, at [pconroy@claylacy.com](mailto:pconroy@claylacy.com) or (818) 808-6456.