

2021 New Customer Promo FAQ

Q: Am I eligible for the promotion?

A: This promotion is available to customers who have an aircraft without a Classic ATG (1000/2000/4000/5000/8000) system installed and is not a new OEM or Production aircraft.

If you do not have a Classic ATG system installed but you do have Iridium or SwiftBroadband service through Gogo, your account must not be past due to qualify and only in-service aircraft can qualify.

NOTE: If you own multiple aircraft, some with Gogo systems installed and some without, only your aircraft that does not have a Gogo system installed will qualify for this promotion.

Q: What is the promotion for AVANCE L5?

A: Our Fly the Future promotion is for customers installing an AVANCE L5 system on an aircraft with no Gogo ATG equipment installed. You will receive a \$25,000 rebate from Gogo upon installation and activation with the completion of an SSA.

Q: What is the promotion for AVANCE L3?

A: Our Smartplane 2021 promotion is for customers installing an AVANCE L3 system on an aircraft with no Gogo ATG equipment already installed. You will receive a \$10,000 rebate from Gogo upon installation and activation with the completion of an SSA.

Q: When do I receive my install rebate?

A: When the SSA has 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: What do I need to do?

A: You or your Dealer must register for the promotion before the installation and activation are completed using the new customer promo form [here](#).

Q: Is this promotion available for both AVANCE L5 and L3 systems?

A: Yes, there is a promotion for both the AVANCE L3 and AVANCE L5. See details above for the different rebate amounts.

Q: Can I check if I'm eligible for this promotion?

A: Yes. If you or your Dealer would like to find out if you're eligible for the promotions, please contact Gogo Sales Operations at BAsales@gogoair.com or toll-free at +1.888.328.0200. You may also refer to the first question above for the full eligibility criteria.

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

A: If you have a past due balance on the aircraft account for any existing Gogo service, the past due balance must be paid in full before you can qualify for the program.

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

A: Yes, as long as the system wasn't activated prior to April 1st, 2020

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

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

Q: Can I qualify for the promotion on multiple aircraft?

A: Yes. Customers who install an AVANCE L5 or L3 on multiple aircraft that currently do not have Gogo ATG equipment installed are eligible for this promotion. Customers with an aircraft that has a Gogo system already installed may qualify for other promotions, which can be viewed [here](#).

Q: I'm on the fleet program. Am I eligible for the promotion?

A: No. Aircraft on a service pricing agreement (fleet program) are not eligible for this program; we'd like to create an upgrade plan that best meets your needs, so please contact your Regional Sales Manager to discuss options.

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

A: If you're purchasing a new pre-owned aircraft that does not have a Gogo system installed, then you qualify for this promotion. If your new pre-owned aircraft has a Gogo Classic ATG system (1000/2000/4000/5000/8000) installed, then you might qualify for one of our other customer promotions.

Q: I am purchasing a new production aircraft. Do I qualify for this promotion?

A: No. This promotion applies only to in-service aircraft, not to OEM Production aircraft. Please contact your Regional Sales Manager, or Gogo Sales Operations at +1.888.328.0200 or BAsales@gogoair.com so we can determine your eligibility.

Q: Does the announcement of Gogo 5G mean that I should wait to install an AVANCE system?

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 or Pat Conroy, Director of Service Sales, at pconroy@claylacy.com or (818) 808-6456.