



Gogo DASH gives visibility into onboard connectivity systems for an improved customer experience

October 11, 2018

BROOMFIELD, Colo., Oct. 11, 2018 /PRNewswire/ -- Connectivity is often the biggest influencer on passenger satisfaction today. Passengers on business aircraft expect reliable, seamless connectivity, but they also want visibility into the performance of the connectivity systems on board their aircraft.



To help provide greater insight and better diagnostic tools, Gogo Business Aviation (NASDAQ: GOGO) is introducing Gogo DASH, a powerful new toolkit that gives operators and pilots visibility into the Gogo network and the connectivity systems they have installed on their aircraft. Gogo DASH is comprised of the DASH mobile app and DASH portal and provides information for a single aircraft or an entire fleet.

"Before Gogo DASH, a director of maintenance, who is the person responsible for the smooth running of the aircraft systems, would be the last person to know if there was an issue with the system onboard one of their aircraft," said Dave Glenn, vice president of customer support for Gogo Business Aviation. "Now, with DASH, he or she is the first person to know, which enables them to be a lot more proactive, and that's critical. It also enables us to get support to them much faster to get their systems back on track when needed."

Gogo DASH is available to customers with Gogo AVANCE or any other Gogo ATG (air-to-ground) system, and the mobile app and portal feature an easy-to-use, intuitive interface.

The Gogo DASH mobile app gives airborne personnel instant visibility into their Gogo systems during flight, and gives them key information to help diagnose and resolve an issue when working with their ground operations teams or Gogo customer support. Via a touch of a button on their mobile device, users can check network availability, system health status, and see which Gogo services (like Gogo Vision or Gogo Text & Talk) they have onboard.

The Gogo DASH portal arms flight departments and technical teams on the ground, anywhere in the world, with operational insight and visibility into the Gogo networks, devices, and systems they have installed on their aircraft. It will be available to customers beginning Oct. 16, 2018. Gogo DASH insights help these teams ensure the best possible passenger experience while providing the critical information needed to speed diagnostics and issue resolution – either during a flight or post-flight.

The DASH portal is web-based, device agnostic and provides a rich toolkit, giving ground personnel information about system and network status, and even lets them see how much data is being used in aggregate and by device type on the aircraft.

As users leverage DASH over time, aggregated information will be gathered providing valuable insight into trends that will allow Gogo to improve performance across its network.

While DASH is optimized for the Gogo AVANCE software-centric platform, it is built to support all other ATG systems as well. The AVANCE software-centric design makes continuous innovation possible, so anyone flying with an AVANCE system today can expect Gogo DASH, and other Gogo services, to grow more powerful over time.

About Gogo

Gogo is the Inflight Internet Company. We are the leading global provider of broadband connectivity products and services for aviation. We design and source innovative network solutions that connect aircraft to the Internet and develop software and platforms that enable customizable solutions for and by our aviation partners. Once connected, we provide industry leading reliability around the world. Our mission is to help aviation go farther by making planes fly smarter, so our aviation partners perform better and their passengers travel happier.

You can find Gogo's products and services on thousands of aircraft operated by the leading global commercial airlines and thousands of private aircraft, including those of the largest fractional ownership operators. Gogo is headquartered in Chicago with additional facilities in Broomfield, Colo., and locations across the globe. Connect with us at business.gogoair.com.

Cautionary Note Regarding Forward-Looking Statements

Certain disclosures in this press release include "forward-looking statements" that are based on management's beliefs and assumptions and on information currently available to management. Most forward-looking statements contain words that identify them as forward-looking, such as "anticipates," "believes," "continues," "could," "seeks," "estimates," "expects," "intends," "may," "plans," "potential," "predicts," "projects," "should," "will," "would" or similar expressions and the negatives of those terms that relate to future events. Forward-looking statements involve known and unknown risks, trends and uncertainties, many of which may be beyond our control, that may cause Gogo's actual results, performance or achievements to be materially different from any projected results, performance or achievements expressed or implied by the forward-looking statements. Such risks, trends and uncertainties include those described under the heading "Risk Factors" in the Company's Annual Report on Form 10-K filed with the U.S. Securities and Exchange Commission ("SEC") on February 22, 2018 and its Quarterly Report on Form 10-Q for the quarter ended March 31, 2018, filed with the SEC on May 4, 2018. Forward-looking statements represent the beliefs and assumptions of Gogo only as of the date of this press release and Gogo undertakes no obligation to update or revise publicly any such forward-looking statements, whether as a result of new information, future events or otherwise.

Media Relations Contact: Investor Relations Contact:

Dave Mellin	William Davis
+1 720-840-4788	+1 312-517-5725
dmellin@gogoair.com	wdavis@gogoair.com
@GogoBizAv	@Gogo

 View original content to download multimedia: <http://www.prnewswire.com/news-releases/gogo-dash-gives-visibility-into-onboard-connectivity-systems-for-an-improved-customer-experience-300729291.html>

SOURCE Gogo