



Gogo Business Aviation Expands Key Product Support Capabilities

March 1, 2016

Company deepens AOG support program to increase responsiveness to customers and dealers

BROOMFIELD, Colo., March 1, 2016 /PRNewswire/ -- Gogo Inc. (NASDAQ: GOGO), the global leader in providing broadband connectivity solutions and wireless entertainment to the aviation industry, announces an expansion to its business aviation product support program designed to increase responsiveness to customers and dealers in need of AOG (Aircraft On Ground) support.



Gogo Business Aviation's AOG service provides ultra-fast response and resolution to customers when technical issues put their flight schedules at risk. With today's announcement and a new partnership with Duncan Aviation, Gogo's product support staff can now dispatch replacement equipment from inventory physically located at 17 Duncan Aviation facilities.

John Wade, Gogo Business Aviation's executive vice president and general manager, said, "Because product support and operational excellence are such critical elements of our business, we're excited to announce these expanded AOG capabilities. Duncan Aviation's existing facility infrastructure, capabilities and experience are a great fit for Gogo's needs in this program and we're proud to be working with them."

Gogo's expanded AOG capabilities have been seamlessly integrated into the company's product support experience. Gogo customers and authorized dealers in need of AOG support should contact Gogo's technical support group as they do today at +1.303.301.3278 – 24 hours a day, 7 days a week, from anywhere in the world.

Since its founding, Gogo has shipped more than 18,000 communications and connectivity systems to customers all over the world. Gogo customers have access to a wealth of customer service and technical support capabilities. For the last five years in a row, the company's business aviation group has been ranked #1 in global product support by Aviation International News, an industry-leading, independent media company.

About Gogo

With more than two decades of experience, Gogo is the leader in in-flight connectivity and wireless entertainment services for commercial and business fleets around the world. Gogo connects aircraft, providing its aviation partners with the world's most powerful network and platform to help optimize their operations. Gogo's superior technologies, best-in-class service, and global reach help planes fly smarter, our aviation partners perform better, and their passengers travel happier.

Today, Gogo has partnerships with 12 commercial airlines and is installed on more than 2,500 commercial aircraft. More than 6,800 business aircraft are also flying with its solutions, including the world's largest fractional ownership fleets. Gogo also is a factory option at every major business aircraft manufacturer. Gogo has more than 1,000 employees and is headquartered in Chicago, IL, with additional facilities in Broomfield, CO, and various locations outside the U.S. Connect with us at www.gogoair.com and business.gogoair.com.

About Gogo Business Aviation

Gogo Business Aviation, formerly known as Aircell, is a leading provider of in-flight connectivity equipment, services and support to the business aviation market. Through a full range of capabilities including Internet, voice, entertainment, cockpit data and more, the company increases the productivity, safety, and enjoyment of the business aviation travel experience. An AS9100-certified company, Gogo Business Aviation serves a global customer base and has an authorized dealer/distributor network that spans six continents. The only company to offer all three of business aviation's most popular network technologies – Gogo Biz[®], SwiftBroadband and Iridium – it offers solutions to fulfill any customer need, aircraft type or geography.

A Collier Trophy nominee and the recipient of several dozen awards for innovation, Gogo Business Aviation is widely credited with many of the industry's most influential historical achievements, beginning with the groundbreaking airborne cellular concept that launched the company in 1991. Connect with us at <http://business.gogoair.com> and on Twitter at www.twitter.com/gogobizav.

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, uncertainties and other factors that may cause the 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. 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:

Tom Myers

Senior Director, Global Marketing

Office +1.303.301.3237

tmyers@gogoair.com

www.twitter.com/gogobizav

Investor Relations Contact:

Varvara Alva

Vice President, Investor Relations

Office +1.630.647.7460

ir@gogoair.com

Logo - <http://photos.prnewswire.com/prnh/20140902/142006>

To view the original version on PR Newswire, visit:<http://www.prnewswire.com/news-releases/gogo-business-aviation-expands-key-product-support-capabilities-300228451.html>

SOURCE Gogo