



November 18, 2013

To Whom It May Concern:

Gogo does not provide a user manual for the NWAP product. It is a component used within Gogo's inflight connectivity and entertainment system for use on aircraft. The installation of the component is controlled by Gogo. Please see Installation drawing that represents an installation of a NWAP into Japan Airlines 777 aircraft.

The configuration of the NWAP is controlled under Gogo's configuration management system and handled through Gogo's Software. The NWAP is protected both physically and by password to prevent any configuration changes.

Best regards,

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