



### **All Viasat Residential Internet Plans, except Connect America Fund - Phase II Auction (CAF II) Plans**

One-time standard installation fee may be charged at the time of sale. Depending on the Internet Service plan options available at your location, you either commit to (1) a month-to-month service term, which you may cancel at any time, or (2) a 24-month minimum service term. Monthly service fees and taxes apply. Equipment lease fee is \$15.00 per month. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Plan download speeds are "up to," are not guaranteed and will vary. Service is for residential and non-commercial use only. Viasat Unleashed and Unlimited data plans are subject to Unlimited Data Policy, which you can view at [www.viasat.com/legal](http://www.viasat.com/legal). Service is not available in all areas and requires a clear view of the southern sky. The performance of some games over the internet is very poor and some games may not work at all. Use of Viasat's Internet service on multiple devices requires a wireless router. Virtual private networks (VPNs) and remote computer access may be very slow with Viasat's service. Some VPNs may not work at all. All offers may be changed or withdrawn at any time.

### **All Connect America Fund - Phase II Auction (CAF II) Plans**

Offers available to qualifying customers and in select areas only. One-time standard installation fee may be charged at the time of sale. Minimum 12-month service term applies. Minimum service term does not apply to Lifeline subscribers. Monthly service fees and taxes apply. Equipment lease fee is \$15.00 per month. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Speeds are "up to," are not guaranteed and will vary. Service is not available in all areas and requires a clear view of the southern sky. The performance of some games over the internet is very poor and some games may not work at all. Use of Viasat's Internet service on multiple devices requires a wireless router. Virtual private networks (VPNs) and remote computer access may be very slow with Viasat's service. Some VPNs may not work at all. All offers may be changed or withdrawn at any time. Service plans through CAF II are provided by Viasat, Inc.'s subsidiary, Viasat Carrier Services, Inc.

### **Viasat Unleashed Plan**

The Viasat Unleashed plan comes with unlimited data. If your data usage is trending to exceed the "typical usage" of a residential user on our network, you may have reduced priority during times of network congestion resulting in slower speeds. Typical usage currently means usage trending to not exceed 850 GBs in any 30-day period. The typical usage amount will vary based on network demands. Please visit [www.viasat.com/legal](http://www.viasat.com/legal) to view Viasat's Unlimited Data Policy for more details.

### **Unlimited Data Plans**

Depending on the specific service plan available at your location, after you use the High-Speed Data available with your plan, you will continue to receive unlimited data (referred to as "Standard Data"); however, Viasat may prioritize Standard Data behind other customers during network congestion, which will result in slower speeds.

### **EasyCare**

EasyCare is \$9.99 per month. For new Internet customers who purchase EasyCare, the monthly charge is waived for the first 90 days of service. If a customer cancels EasyCare within 90 days after purchase, the customer may be charged the standard rate that would have been applicable for each service call made at the customer's service address during that 90-day period. Re-enrollment in EasyCare may be restricted for up to 180 days after cancellation. EasyCare is not available to customers in Alaska and Hawaii. Additional terms and conditions applicable to EasyCare are set forth in the EasyCare Plan Addendum to the Customer Agreement available at [www.viasat.com/legal](http://www.viasat.com/legal).

### **Plan Price Reduction Promotions (if applicable with your plan)**

Plan price reduction promotion available only to new Viasat Internet customers. Upon the expiration of a promotional period, the plan price will increase to the standard non-promotional price.

### **Voice Service**

Available only as an add-on service for customers on a service plan providing 12 Mbps or greater and in an eligible service area. Additional charges for calls to destinations outside of the 50 United States, the District of Columbia and Canada and for directory assistance calls. Billing for Voice for existing Viasat Internet customers commences five days after the date Voice is ordered and for new Viasat Internet customers five days after the date internet service is installed, even if the customer does not activate the Voice equipment. Monthly service fee is \$35.00 and is subject to taxes, E911 fees and other regulatory fees and surcharges. 911 service through Viasat's Voice satellite technology may be limited in comparison to 911 service available through traditional landline telephone carriers. Voice may not work well with fax machines, security systems and other analog data services and devices. Voice may not work during power outages. Learn more about backup battery power. <https://www.viasat.com/satellite-internet/battery-backup/>.

### **Voice-Only Connection**

Offers available to qualifying customers and in select areas only. One-time standard installation fee may be charged at the time of sale. Minimum 12-month service term applies. Monthly service fees and taxes apply. Equipment lease fee is \$15.00 per month. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Service is for residential use only. Service is not available in all areas and requires a clear view of the southern sky. Additional charges for calls to destinations outside of the 50 United States, the District of Columbia and Canada and for directory assistance calls. Billing for Voice for existing customers commences five days after the date Voice is ordered and for new Viasat customers five days after the date service is installed. Monthly service fee is \$51.99 and is subject to taxes, E911 fees and other regulatory fees and surcharges. 911 service through Viasat's Voice satellite technology may be limited in comparison to 911 service available through

traditional landline telephone carriers. Voice may not work well with fax machines, security systems and other analog data services and devices. Voice may not work during power outages. Learn more about backup battery power. <https://www.viasat.com/satellite-internet/battery-backup/>. All offers may be changed or withdrawn at any time. Service plans are provided by Viasat, Inc.'s subsidiary, Viasat Carrier Services, Inc.

### **Viasat Internet/ Voice Bundle Promotion**

New customers in participating sales channels who order Viasat Voice at the same time they order Viasat Internet will receive a savings of \$10 per month on their Viasat Voice service for the first three full months of services provided they continue to receive both services. Existing Viasat Internet customers in participating sales channels who add Viasat Voice service will receive a savings of \$10 per month on their Voice service for the first three months of Viasat Voice service provided they continue to receive both services.

### **Viasat Shield**

Viasat Shield is an optional service for Viasat residential internet service plans that helps protect you from online risks and provides device management features. Shield service includes the availability of a Shield application for iPhones with iOS v9.0 or higher and Android with v4.1 or higher. The Shield application is not supported on tablets. Shield premium includes optional antivirus service provided by Bitdefender SRL and is subject to Bitdefender SRL's license agreement, privacy policy, and terms of use. Shield premium is not supported or available on the CAF II Connection 25, Business Connection 25, Voice-Only Connection, or Business Voice-Only Connection plans. By using Shield and the Shield application, you acknowledge that you have read and agree to the **Viasat Shield Application End User Terms and Conditions Agreement** available at [www.viasat.com/legal](http://www.viasat.com/legal). Shield offers basic features available at no additional charge, and in select areas, premium features for a monthly fee of \$8.99 billed by and paid to Viasat. Contact Viasat Customer Care at 1-855-463-9333 to discontinue premium features.

### **Office Hours (not available on the Viasat Unleashed plan)**

Office Hours is an optional service for use with web browsing, bulk transfers, real-time communications, network storage, social networking (excluding embedded streaming videos), VPN, and email. Not all internet traffic sources are identifiable and available to benefit from Office Hours. Office Hours does not include video streaming, peer-to-peer networking, gaming, and any other categories of internet content not specifically stated above. Office Hours is available 8:00 am to 5:00 pm local time, daily. Available time may vary by location. For additional details, visit <https://vsat.co/officehoursfaq>. Office Hours is only available with select service plans and is not available on CAF-II service plans. Office Hours users who use more than 2 TB in a month, which represents the top percentage of users during the hours of 8 am to 5 pm local time, may be contacted and asked to reduce usage of Office Hours. If your usage pattern exceeds the prior referenced amount for two months in a six-month period, Viasat may terminate or suspend your use of Office Hours.

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### **All Viasat Internet for Business Plans, except Business Connection 25 Plan**

Minimum 24-month service term required. One-time activation fee may be charged at the time of sale. Equipment lease fee is \$15/mo. Taxes and surcharges may apply. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Speeds are "up to," are not guaranteed, and will vary. For full details, see the Data Allowance Policy – Business, which you can view at [www.viasat.com/legal](http://www.viasat.com/legal). Service is not available in all areas and requires a clear view of the southern sky. The performance of some games over the Internet is very poor and some games may not work at all. Use of the Viasat Internet service on multiple devices requires a wireless router. Virtual private networks (VPNs) and remote computer access may be very slow with Viasat's service. Some VPNs may not work at all. All offers may be changed or withdrawn at any time.

### **Business Connection 25 Plan**

Offers available to qualifying customers and in select areas only. One-time activation fee may be charged at the time of sale. Minimum 12-month service term applies. Monthly service fees and taxes apply. Equipment lease fee is \$15.00 per month. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Speeds are "up to," are not guaranteed and will vary. Service is for small business use only. Service is not available in all areas and requires a clear view of the southern sky. The performance of some games over the internet is very poor and some games may not work at all. Use of Viasat's Internet service on multiple devices requires a wireless router. Virtual private networks (VPNs) and remote computer access may be very slow with Viasat's service. Some VPNs may not work at all. All offers may be changed or withdrawn at any time. Service plans through CAF II are provided by Viasat, Inc.'s subsidiary, Viasat Carrier Services, Inc.

### **Business Choice and Business Choice Backup Plans**

After you use your plan's High-Speed Data, we may reduce your priority during times of congestion, which may result in slower speeds.

### **Business Choice Unlimited Plan**

If your usage exceeds what we anticipate for a typical user (1000 GB), we may reduce your priority during times of congestion, which may result in slower speeds.

### **Business Voice-Only Connection Plan**

Offers available to qualifying customers and in select areas only. One-time activation fee may be charged at the time of sale. Minimum 12-month service term applies. Monthly service fees and taxes apply. Equipment lease fee is \$15.00 per month. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Service is for small business use only. Service is not available in all areas and requires a clear view of the southern sky. Additional charges for calls to destinations outside of the 50 United States, the District of Columbia and Canada and for directory assistance calls. Billing for Voice for existing customers commences five days after the date Voice is ordered and for new Viasat customers five days after the date service is installed. Monthly service fee is \$51.99 and is subject to taxes, E911 fees and other regulatory fees and surcharges. 911 service through Viasat's Voice satellite technology may be limited in comparison to 911 service available through traditional landline telephone carriers. Voice may not work well with fax machines, security systems and other analog data services and

devices. Voice may not work during power outages. Learn more about backup battery power. <https://www.viasat.com/satellite-internet/battery-backup/>. All offers may be changed or withdrawn at any time. Service plans are provided by Viasat, Inc.'s subsidiary, Viasat Carrier Services, Inc.

**Office Hours (included on select Business service plans)**

Office Hours is a service for use with web browsing, bulk transfers, real-time communications, network storage, social networking (excluding embedded streaming videos), VPN, and email. Not all internet traffic sources are identifiable and available to benefit from Office Hours. Office Hours does not include video streaming, real-time entertainment, peer-to-peer networking, gaming, and any other categories of internet content not specifically stated above. Office Hours is available 8:00 am to 5:00 pm local time, daily. Available time may vary by location. For additional details, visit <https://vsat.co/officehoursfaq>. Office Hours is only available on select service plans and is not available on CAF-II Service plans. Office Hours users who use more than 2 TB in a month, which represents the top percentage of users during the hours of 8 am to 5 pm local time, may be contacted and asked to reduce usage of Office Hours. If your usage pattern exceeds the prior referenced amount for two months in a six-month period, Viasat may terminate or suspend your use of Office Hours.