





Support customized to your airline

VCare is a personalized support plan that offers 24x7x365 service monitoring, comprehensive service launch support, deep visibility into service performance, and around-the-clock operational support.



- Onsite engineering and program support
- > Fly along program
- > Daily troubleshooting calls
- Service monitoring set up
- Install Engineering
- > Training
 - Installation training
 - Engineering/maintenance training
 - Flight crew training



Viasat Insights

- > Real-time awareness
- Historical reports
- Case management/support workflows
- Training and documentation
- Notifications
- RMA processing



Operational support

Technical account manager, field support, and after-market support

- Spares maintained and refilled at the airline's support locations
- > Remote support
- > Service optimization
- Growth planning
- Issue management
- Monthly calls

Reporting

> Activity reports

> User analytics

Operations reporting

> System performance reports

> Airline and PAX care reports

> Revenue and invoicing reports



Airline maintenance

- > Maintenance Control Center
- > 24x7 tracking and monitoring of airline and passenger services
- Field service and support engineering
- Touch labor/ FAA 145
- Line maintenance support
- Incident management
- Training updates



Passenger care support

- > 24x7 passenger care via live chat, phone, web, social media and email support
- > FAQs/ How-tos
- > Session billing, receipts
- Refunds and vouchers
- > Multilingual capability

Just select the service level that fits your airline and gain access to our global network of dedicated support teams, skilled engineers and software developers.

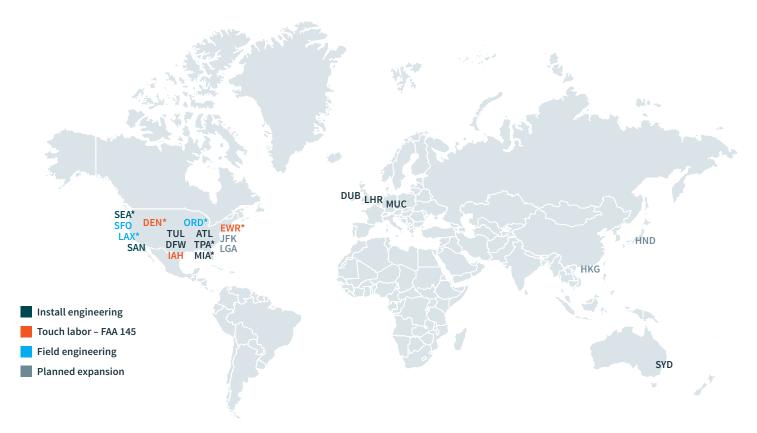
Support services in depth

Airline operations		Service operations	
TIER 1		TIER 1	
Maintenance control center	 > Tech ops 24x7 > A&P licensed > Single point of contact for all airlines, inbound triage, dispatch, planning, scheduling, troubleshooting, and spares movement 	Service operations center	 > Technicians 24x7 > Service node and fleet monitoring > Triage of tier 1 issues > Logs collection > Report generation > Trends monitoring
	novement	TIER 2	
TIER 2 Field Service	 Regionalized tech services On-wing troubleshooting On-site post-EIS OJT training Customer interface Fly along 	Service operations center	 > Engineers 24x7 > Incident resolution > Other network operators support > VIPSAM support > White-glove monitoring > Ticket metrics
TIED 0	, ,	TIER 3	
TIER 3 Fleet support engineering	 > Escalation point for all repeat and chronic tails > High-priority troubleshooting > Monthly airline reliability meetings > Tail and trend analysis 	Service engineering	 > Final escalation point end-to-end technical issues > Problem resolution > SQM and analytics > Dev escalation management > CCB, TRR, and RRR participation > Launch support > Training and knowledge > Tools and automation
Install	 Install OJT training STC EIS Launch Install oversight Schedule and milestone monitoring Fly along Kit risk mitigation 		

Training development

Global airline support

Viasat is investing in and growing our support organization



Our commitment

We work with you each step of the way, from initiation to operationalization of service and beyond.

Visit **<u>viasat.com/aviation</u>** to learn more about Viasat's aviation solutions.

About Viasat

Viasat is a global communications company that believes everyone and everything can be connected. We find better ways to deliver connections with the capacity to change the world on the ground, in the air, and at sea.

Our network powers millions of high-quality connections for consumers, businesses, and governments, around the world.

We build for the demands of the future and bring tomorrow's internet to today's airplanes.

Global headquarters

6155 El Camino Real, Carlsbad, CA 92009-1699, USA

WEB viasat.com/aviation

TEL 888 842 7281 (US toll free) +1 760 476 4755 EMAIL commercial-aviation@viasat.com

Viasat

Copyright © 2019 Viasat, Inc. All rights reserved. Viasat and the Viasat logo are registered trademarks of Viasat, Inc. All other product or company names mentioned are used for identification purposes only and may be trademarks of their respective owners. Actual speeds will vary and are not guaranteed. Specifications and product availability are subject to change without notice. 815510-190325-004