



# Viasat **BEYOND** Encryption

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Customer Support Guide

Viasat 

# Support & Resources for **BEYOND** Encryption Customers

## Tier 1 and Tier 2 Support

The GCC provides technical support for all viasat products



[viasat.com/customer-service/defense/](https://viasat.com/customer-service/defense/)

[securitysupport@viasat.com](mailto:securitysupport@viasat.com)

(888) 272-7232 or (760) 476-2600

## Tier 3 Support

Provided by our technical support team.  
Hours of Operation:

Monday-Friday 8:00am–8:00pm (EST)

Primary locations:

Baltimore, MD

Carlsbad, CA

Viasat has a 24 x 7 x 365 Network Operations Center (NOC) located in Carlsbad, California called the Government Care Center (GCC). The GCC serves as Tier 1 and Tier 2 technical support for our BEYOND Encryption portfolio of products. When the issue or challenge requires a deeper knowledge of the products, our Tier 3 Product Support group takes over to support you until your challenge or problem is resolved.



# How it works...

## Customer contacts GCC with an inquiry

Initial contact is made through call, email or web entry

## Tier 1/Tier 2 opens the ticket

Takes the customer call and responds to the inquiry

## If resolved, ticket is closed

Provides guidance to the customer to resolve the problem

## If not, this requires Tier 3 support

When escalated to Tier 3, a more in-depth customer engagement occurs

## When resolved, ticket is closed

Resolution of the problem is documented and placed in the database of knowledge

# Tier 1, 2, and 3 support

Viasat **BEYOND** Encryption

## TIER 1 and TIER 2 Customer Support

First Line of Defense for the Customers:

Contact the Government Care Center (GCC)

- Provide Phone and Email support
- Provide basic setup, configuration troubleshooting and issue resolution
- Create service requests (Trouble Tickets) and provide tracking information for customer issues
- Able to assist with the RMA process by creating a service request
- Offers “interim” work around solutions, if necessary
- Assist with documentation requests and Customer portal issues.

Escalation to next Tier, if necessary

## TIER 3 Support Network/Application Engineers

Ultimate Line of Defense for Customers:

Provides training on encryption products both on-site or at customer facility

- Assists and trains Tier 1/2 personnel
- Viasat offer free with purchase training conducted at the Baltimore facility monthly.
  - Training alternates between HAIPE and EDE each month.

Engineering support through phone / email / customer site visits

Assist customer with:

- Optimizing configuration for seamless integration into a network infrastructure
- Develop and implement technical action plans with the customers

Works with test teams, engineering and management to serve as customer advocate.

Works with customer service labs to provide open communications on products and SW releases.

# Sign up for the Customer Portal

Viasat **BEYOND** Encryption

## New User Registration

<https://viasat.my.site.com/Support/apex/CPAccessRequest>

## For Existing Registered Customers

The customer portal enables timely access to a wealth of information

<https://viasat.my.site.com/Support>

## Register your product to gain access:

- Future Updates
- Product Enhancements
- Software Upgrades
- User Manual
- Field Service Bulletins
- Knowledge base
- RMA Requests
- Warranty Lookup – Coming soon



# Supported Products

Viasat **BEYOND** Encryption

## Products

### HAIFE Devices

KG-250X, KG-250XS, KG-255X, IPS-250X and family

### EDE Devices

KG-255X, KG-142 family

### VINE Manager

INE Enterprise Management System

## Services

### Training Services

On-site Training and VINE Training

### Contact us for help

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# BUILT FOR THE MISSION THAT MATTERS MOST

Viasat's **BEYOND** Encryption portfolio is designed to deliver secure, resilient, and adaptable solutions for today's most complex operational environments.

From the edge to enterprise, we don't just support your mission, we evolve with it.

- Mission-ready encryption at every layer
- Trusted by defense and government leaders
- Continuous innovation to stay ahead of emerging threats

**Always Evolving. Always Defending.**





Viasat **BEYOND** Encryption

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