



Viasat Data Allowance Policy - Residential

Liberty, Basic 12 (excluding unlimited data version), Basic 25, Essential 10, Exede Classic and Viasat Convenience Plans

General. If you are a subscriber to a Viasat or Exede Internet service plan including any Liberty, Basic 12 (excluding unlimited data version), Basic 25, Essential 10, or Exede Classic Plans, you have a monthly data allowance. Starting on the first day of your monthly measurement period, all uploaded and downloaded data transmitted using your Viasat account during metered hours in your local time zone counts toward your data allowance. All hours are metered hours for the Liberty Plans without a Free Zone. Metered hours for Liberty Plans with a Free Zone are from 6:00 a.m. until 3:00 a.m. each day. Metered hours for the Basic 12 (excluding unlimited data version), Basic 25, and Essential 10 Plans are from 8:00 a.m. until 3:00 a.m. each day. Metered hours for the Exede Classic Plans are from 5:00 a.m. until midnight each day. You can view your usage meter at <http://my.viasat.com>. At the end of each monthly measurement period, your data usage resets to zero. Any unused data or additional purchased increments of data do not carry over to the next monthly measurement period.

Liberty and Basic 25. If you are a subscriber to a Liberty or Basic 25 Plan and your Priority Data usage reaches 100% or more of your Priority Data allowance, we will alert you of this fact, offer you the option to purchase additional increments of Priority Data to use during the remainder of your monthly measurement period and provide you with the Liberty Pass for the remainder of your monthly measurement period for use after you have exhausted any additional increments of Priority Data you elected to purchase.

Liberty Pass speeds will be slower than Priority Data speeds, do not support video streaming on multiple devices and may not support streaming of high-definition video. In addition, heavier users of Liberty Pass may experience slower speeds than lighter users. Liberty Pass speeds will vary based on the time of day and your geographic location, and may be extremely slow when the network is busy, typically in the evening hours (about 5:00 p.m.-2:00 a.m. local time), which may greatly impair your ability to use the internet. Liberty Pass users will receive lower priority on our network than subscribers who have not exceeded their data allowance or other data threshold, which will likely cause Liberty Pass users to experience slower speeds during periods of congestion than subscribers who have not exceeded their monthly data allowance or usage threshold. For further information regarding Viasat's network management practices, please see our Network Management Policy [here](#). If you are a subscriber to a Liberty Plan with a Free Zone or the Basic 25 Plan, you will be able to continue to engage in all internet activities at the regular Priority Data speed during your free zone.

Basic 12 (excluding unlimited data version), Essential 10 and Exede Classic Excess Use. If you are a subscriber to a Basic 12 (excluding unlimited data version), Essential 10 or Exede Classic Plan and your data usage reaches 100% or more of your monthly data allowance, we will alert you of this fact and offer you the option to purchase additional increments of data to use during the remainder of your monthly measurement period. If at any time your data usage exceeds your data allowance and you have not purchased additional increments of data, Viasat will significantly slow and/or restrict your service, or certain uses of your service, until the end of your monthly measurement period; provided, however, that with the Basic 12 (excluding unlimited data version), Essential 10 and Exede Classic Plans, you will be able to continue to engage in all internet activities at the regular speed during your free zone.

Viasat Convenience Plan If you are a subscriber to the Viasat Convenience Plan ("Convenience Plan") and your data usage reaches 100% or more of your data allowance, we will significantly restrict your service. If you have an eligible Internet service plan and you have received and paid for the Internet service for at least 30 days, you may convert your Internet service plan to the Convenience Plan. You must receive the Convenience Plan for a minimum of 60 days. The monthly Internet service fee for the Convenience Plan will be as stated by us at the time

that you convert to the Convenience Plan. Your monthly Internet service fee for the billing periods in which you switch into and out of the Convenience Plan will be pro-rated to reflect the difference between the monthly Internet service fee for your Internet service Plan and the Convenience Plan. The months in which you receive the Convenience Plan will count towards your Minimum Service Term, if applicable. If you are paying a monthly Equipment Lease Fee (defined in the Lease Addendum to the Customer Agreement), a monthly fee for an EasyCare Plan (defined in the EasyCare Plan Addendum to the Customer Agreement) or a fee for anti-virus software, you will continue to incur these charges while on the Convenience Plan. If you prepaid your Equipment Lease Fee for the Minimum Service Term, the months during which you are on the Convenience Plan will continue to be applied against your prepaid Equipment Lease Fee. The option to buy more data, the Late Night Free Zone, the Early Bird Free Zone, the Free Zone included with some Liberty Plans, and Office Hours will not be available to you while you are on the Convenience Plan. All promotional discounts will cease upon conversion of your account to the Convenience Plan and will not be reactivated when you return to your Internet service plan. Service calls are not available while you are on the Convenience Plan; if you require a service call while receiving the Convenience Plan, we will move you to a regular Internet service plan available in your area. When you wish to resume to a regular Internet service plan, you will only be eligible to subscribe to the Internet service plans available in your area at that time. If the service plans available in your area require new equipment, you will need to upgrade to a service plan that includes new equipment to resume your service. If you receive Voice, it will remain fully available while you are on the Convenience Plan, and it will be charged at its usual monthly rate.

Boost 25. If you are a subscriber to Boost 25 that provides download speeds of up to 25 Mbps, these speeds only apply to data used within your data allowance or other data threshold. For Liberty plans, the up to 25 Mbps speeds only apply to Priority Data, not Liberty Pass.

The table below shows the monthly data allowances for the Basic 12 (excluding unlimited data version), Basic 25, Essential 10, Liberty, Exede Classic, and Convenience Plans.

Residential Internet Plans

Plan Name	Data Allowance (GB) ^{1,2}
Liberty Plan 10	10
Liberty Plan 12	12
Liberty Plan 18	18
Liberty Plan 25	25
Liberty Plan 30	30
Liberty Plan 50	50
Basic 12 Plan (excluding unlimited data version)	10
Basic 25 Plan	12
Exede Classic 10 and Essential 10	10
Exede Classic 15	15
Exede Classic 25	25
Convenience Plan	10

¹Your Viasat Voice data usage does not count toward your monthly data allowance.

²Plans may have promotional periods in selected locations with increased data limits.

Frequently Asked Questions

- **Q:** How do I know when I've used 100% of my data or Priority Data allowance?
 - **A:** When Basic 12 (excluding unlimited data version), Basic 25, Essential 10, Liberty and Exede Classic customers reach 100% of their monthly data or Priority Data allowance, we will send an email alert to the contact email address that is on file for the account. In addition to the email alert, a link to your usage meter is available here: <http://my.viasat.com>. Log in using your user name and password and click on the "Plan & Usage" tab to see your current data usage.
- **Q:** As a Basic 12 (excluding unlimited data version), Essential 10 and Exede Classic customer, what happens to my Internet service when I use 100% of my data allowance?
 - **A:** Your service or certain uses of your service will be significantly slowed and/or restricted. This means that web pages and email will take significantly longer to load and most other internet activities will not work. However, you will be able to continue to engage in all internet activities at regular speed during your Free Zone (described below).
- **Q:** What do you mean by "significantly slowed and/or restricted"?
 - **A:** Your service, or certain uses of your service, will be very slow or curtailed. For example, streaming videos and music, large file downloads, virtual private networking, voice/video chat, gaming and cloud backup services will not work. Remember that using your Free Zone (if your plan has one), the option to purchase additional data or upgrading your service plan are all ways to avoid the significant slowing or restrictions that will result if you use 100% of your data allowance.
- **Q:** Why do you restrict service?
 - **A:** Service is restricted only if you exceed your data allowance. Wireless networks, like satellite, are more likely to become overloaded by heavy video usage. We put limits on the total amount of bandwidth a subscriber can use so that we can provide all of our subscribers with a high-quality online experience.
- **Q:** I understand that you significantly slow and/or restrict my service if I use 100% of my data allowance, but why do my speeds vary at times when I haven't used all of my data allowance?
 - **A:** The speed of the internet service may vary due to, among other factors, network or internet congestion, the number of users in a household at a particular time, the caliber of in-home networking connections, computer performance (including the presence of viruses or malware), the limitations of different devices (such as a smartphone versus a desktop computer) and severe weather.
- **Q:** If I use 100% of my data allowance as a Basic 12 (excluding unlimited data version), Essential 10 or Exede Classic customer, do you ever remove the restrictions and slowed speeds?
 - **A:** Yes. In fact, there are many ways to get back to normal, unrestricted service. First, since your data plan includes a Free Zone, all restrictions are removed during that time period. Second, you can change your plan to one that has a higher data allowance at any time by calling Customer Care. Third, you can purchase additional data. Simply go to <http://my.viasat.com> and log in using your username and password. Lastly, at the start of each monthly measurement period, your data allowance is reset to the amount applicable to your plan (e.g., 10 GB).
- **Q:** As a Liberty or Basic 25 Plan customer, what happens when I use 100% of my Priority Data?
 - **A:** If you exhaust your Priority Data, the Liberty Pass kicks in to give you up to 1-to-5 Mbps download speeds when our network is not busy. Liberty Pass allows you to continue to use your service after exhausting your Priority Data, but at slower speeds that will vary based on time of day and your location. In addition, heavier users of Liberty Pass may experience slower speeds than lighter users. If you subscribe to a Liberty Plan with a Free Zone or the Basic 25 Plan, you will be able to continue to engage in all internet activities (including while you are receiving Liberty Pass) at regular speed during the Free Zone (described below).

- **Q:** Is there a limit to the amount of data I can use while on Liberty Pass?
 - **A:** The use of Liberty Pass is not unlimited. Heavy users of Liberty Pass may experience slower speeds than lighter users of Liberty Pass. Your speeds on Liberty Pass will vary and in certain situations (e.g., evening hours when the network is busy), the speeds may be so slow that your ability to use the internet may be greatly impaired.
- **Q:** What is my monthly measurement period?
 - **A:** Your monthly measurement period begins and ends along with your monthly billing cycle. Each month, on the date your bill is due, we reset your data or Priority Data allowance. You can find your reset date by going to our website and logging in using your user name and password: <http://my.viasat.com>.
- **Q:** Can I increase my data or Priority Data allowance?
 - **A:** Yes, you can increase your data or Priority Data allowance through your account available at <http://my.viasat.com> by (i) upgrading your service plan to a service plan with a higher data or Priority Data allowance, or (ii) using the option to purchase additional increments of data. Additionally, if you subscribe to a service plan with a Free Zone, you can utilize your free zone (described below).
- **Q:** What Free Zone is available on my plan?
 - **A:** Exede Classic Plans have the Late Night Free Zone from 12 a.m. – 5 a.m. The Basic 12 (excluding unlimited data version) and Basic 25 Plans and the Essential 10 Plan have the Early Bird Free Zone from 3 a.m. – 8 a.m. Liberty Plans do not have a Free Zone unless you subscribe to a Liberty Plan with a Free Zone from 3 a.m. – 6 a.m.
- **Q:** Does Voice count toward my data allowance?
 - **A:** No, it does not. In fact, your Voice service will remain fully functional even if your Internet service has exceeded 100% of your data or Priority Data allowance.