



Viasat Fixed Wireless Data Allowance Policy

General. The Viasat Fixed Wireless Service plan has a monthly data allowance. Starting on the first day of your monthly measurement period, all uploaded and downloaded data transmitted using your Viasat account count toward your data allowance. On the night of the eighth of each month, your data usage resets to zero. You may contact Viasat at 1-855-463-9333 to review your monthly data usage. If made available by Viasat, you may also view your usage meter at <http://my.viasat.com>.

Monthly Data Allowance: Your Service has the monthly data allowance detailed in the table below. When your data usage reaches 100% or more of your monthly data allowance, Viasat will significantly slow and/or restrict your service, or certain uses of your service, until the end of your monthly measurement period.

The table below shows the monthly data allowance for the Fixed Wireless Service Plan.

Plan Name	Data Allowance
Viasat Fixed Wireless Service Plan	800 GB

Frequently Asked Questions

Q: How do I know when I've used 100% of my data allowance?

A: You may contact Viasat at the phone number listed above to inquire about your data usage.

Q: If I use 100% of my data allowance, do you ever remove the restrictions and slowed speeds?

A: Yes. Your data allowance is reset to the amount applicable to your plan (800 GB) on the night of the eighth each month.

Q: 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.

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.

Q: Why do you restrict service?

A: Service is restricted only if you exceed your data allowance. Wireless networks 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 have not 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.