



Viasat Fixed Wireless Network Management Policy ("Policy")

This Policy describes network management procedures for Viasat Fixed Wireless Service ("**Service**"). The practices described within this Policy are performed by Viasat's third-party Service provider ("**Service Provider**"). Additional terms relevant to your use of the Service are contained in your applicable customer agreement, terms of service, and/or other related policies, which are available on our website at <https://www.viasat.com/legal/fixedwireless>. Please review your Viasat customer agreement for more details.

The Service network utilizes 5G NR and 4G LTE network resources through cell site towers to connect your home to internet access service. The Service Provider employs reasonable network management practices that are appropriate and tailored to achieve legitimate network management purpose, such as providing all customers fair access to the Service, implementing reasonable security practices, limiting traffic that is harmful to the network, and striving to provide Services consistent with customer's needs and expectations.

Congestion Management

The Service Provider manages the network by employing congestion management techniques that enhance the service experience for the largest number of customers but may result in a degradation of service for other customers. For example, if you are connected to a cell site that begins to experience increased customer demand (i.e., congestion), your data speeds may be slowed to provide a more consistent experience to the greatest number of customers possible. As data speeds are reduced, it can cause increased latency, downloads may take longer, videos may buffer, and you may experience reduced video quality. Your data speeds may be slowed based on a myriad of factors, including, but not limited to, the amount of data available with your Service plan, the amount of data you are consuming at a given point in time, and the purpose for which the data is being consumed (video vs e-mail for example). Your speeds may also vary depending on the number of devices connected in your household and the type of data intensive applications being used. Congestion is often limited to a very short period (many times measured in a fraction of a second). Because the congestion at a cell site varies significantly, the performance impact for affected customers also varies significantly, but lasts only as long as the site is congested. Once the high demand on the cell site decreases, the speed will return to normal.

Prioritization

The Service Provider prioritizes Voice over LTE traffic over other data traffic. Additionally, the Service Provider may prioritize data traffic of first responders and public safety personnel who receive prioritized service over Voice and LTE traffic. The Service Provider monitors the network to ensure it operates efficiently and provides the best experience, requiring constant traffic prioritization, often with a negligible effect on the customer experience. However, during cell site congestion, data prioritization may be more noticeable with nonprioritized traffic receiving noticeably slower speeds. Data speeds return to their typical speeds after the congestion in the area abates.

Speed Reduction

The Service Provider may reduce speeds for mobile broadband internet access service under the following circumstances:

- When the terms and conditions of your Service plan permit reduced speeds after a specified amount of data usage has occurred. When the committed amount of high-speed data is consumed, any additional data used in the month, both downloads and uploads, may be reduced to a slower speed. See the Viasat Fixed Wireless Data Allowance Policy for more details.
- In the exercise of reasonable network management practices to address network congestion as described in this Policy.