Viasat Unlimited Data Policy

Viasat's unlimited data service plans and Choice service plans, listed in the charts below, each do not have a monthly data allowance. The amount of data you use will not affect your service speeds, unless the network is congested. After you exceed the High-Speed Data usage threshold for your service plan listed in the applicable chart below during your monthly measurement period, you will continue to receive unlimited data (referred to as "Standard Data"); however, Viasat may prioritize Standard Data behind other customers during network congestion, which will result in slower speeds. If available with your service plan, you may purchase additional increments of High-Speed Data.

Starting on the first day of your monthly measurement period, all uploaded and downloaded data transmitted using your Viasat service counts towards your monthly High-Speed Data usage threshold. At the end of your monthly measurement period, your High-Speed Data usage, and any unused additional purchased increments of High-Speed Data, reset to zero.

Depending on the specific unlimited data or Choice service plan available at your location, the High-Speed Data usage thresholds for each service plan are defined in the charts below:

Unlimited Data Service Plans (purchased on or after February 13, 2018)

Plan Name	High-Speed Data Usage Threshold
Basic 12	15 GB
Bronze 12	35, 40 or 80 GB depending on your specific plan
Bronze 25	35 GB
Silver 12	45 or 60 GB depending on your specific plan
Silver 25	60, 100 or 120 GB depending on your specific plan
Gold 12	65 or 100 GB depending on your specific plan
Gold 30	100 or 200 GB depending on your specific plan
Gold 50	100 or 200 GB depending on your specific plan
Platinum 30	150 GB
Platinum 50	150 GB
Platinum 100	150 or 300 GB depending on your specific plan
Diamond 30	300 GB
Diamond 50	300 GB
Diamond 100	300 GB

Unlimited Data Service Plans (purchased prior to February 13, 2018)

Plan Name	High-Speed Data Usage Threshold
Bronze 12	150 GB
Silver 25	150 GB
Gold 30	150 GB

Choice Service Plans

Plan Name	Speed	High-Speed Data Usage Threshold
Choice 25 Mbps/40 GB	Up to 25 Mbps	40 GB
Choice 30 Mbps/60 GB	Up to 30 Mbps	60 GB
Choice 30 Mbps/100 GB	Up to 30 Mbps	100 GB
Choice 35 Mbps/150 GB	Up to 35 Mbps	150 GB
Choice 35 Mbps/300 GB	Up to 35 Mbps	300 GB
Choice 40 Mbps/100 GB	Up to 40 Mbps	100 GB
Choice 50 Mbps/60 GB	Up to 50 Mbps	60 GB
Choice 50 Mbps/150 GB	Up to 50 Mbps	150 GB
Choice 50 Mbps/300 GB	Up to 50 Mbps	300 GB
Choice 75 Mbps/100 GB	Up to 75 Mbps	100 GB
Choice 100 Mbps/150 GB	Up to 100 Mbps	150 GB
Choice 100 Mbps/300 GB	Up to 100 Mbps	300 GB
Choice 125 Mbps/300 GB	Up to 125 Mbps	300 GB
Choice 150 Mbps/300 GB	Up to 150 Mbps	300 GB

To view your specific service plan details (including the amount of High-Speed Data you may use before we prioritize your Standard Data behind other customers during network congestion), log into your account at http://my.viasat.com.

Streaming Video Resolution
Your unlimited data or Choice service plan includes the Data Extender. The Data Extender is a feature that streams video at DVD quality (typically 480p), which allows you to get more out of your monthly High-Speed Data usage threshold. This feature is turned on by default. If you turn off the Data Extender, your video will stream at a higher resolution. However, the video resolution will vary depending on your service plan speed, streaming service application, device settings, network congestion and other factors. Streaming video quality is "up to," will vary and is not guaranteed. Not all video sources are identifiable and available to benefit from the Data Extender.

You can turn the Data Extender off or on at any time by visiting www.my.viasat.com.

Q: How much monthly data usage is available with my unlimited data or Choice service plan?
A: On an unlimited data or Choice service plan, there are no limits to how much Standard Data you can use during your monthly measurement period. Depending on the specific service plan available at your location, after you exceed the High-Speed Data usage threshold for your service plan listed in the chart above, you will receive unlimited Standard Data, which we may prioritize behind other customers during network congestion resulting in slower speeds.

When the network is not congested, nothing will happen to your service speeds even if you have used over your monthly High-Speed Data usage threshold.

Q: As an Unlimited Data or Choice customer, what happens to my Internet service when I use 100% of my High-Speed Data usage threshold?
A: After you exceed the High-Speed Data usage threshold for your service plan listed in the applicable chart above during your monthly measurement period, you will continue to receive unlimited Standard Data; however, Viasat may prioritize Standard Data behind other customers during network congestion, which will result in slower speeds.

Q: What happens to my unlimited data or Choice service plan during network congestion?

A: Generally, when the network is congested (i.e. busy) all customers will receive slower internet speeds. Web pages and videos may respond and load more slowly than during periods of non-congestion. If you have used more than your monthly High-Speed Data usage threshold and are using unlimited Standard Data, your speeds will be even slower when the network is congested. Please see Viasat's Network Management Policy available at https://www.viasat.com/legal/ for full details on Viasat's network management policies.

Q: **What is the Data Extender and how does it affect my data usage?**
A: The Data Extender is a feature that streams video at standard definition, also referred to as DVD quality, typically 480p, which allows you to get more out of your monthly High-Speed data usage threshold. Not all video sources are identifiable and available to benefit from the Data Extender. You can turn the Data Extender off or on at any time by visiting http://my.viasat.com.

Q: Will my video quality be affected when the network is congested?
A: Potentially, depending on the level of congestion in your area, Viasat may need to lower your video quality during periods of network congestion to be able to continue to allow you to watch video without interruption.

Q: How do I know how much High-Speed Data I have used?
A: You can access your usage meter by going to a link available here: http://my.viasat.com. Log in using your username and password and click on the "Plan & Usage" tab to see your current data usage.

Q: Do you reset the measurement of my High-Speed Data usage each month?
A: Yes. Each month, on your bill cycle date, your High-Speed Data usage resets to zero. You can find your bill cycle date by going to http://my.viasat.com.

Q: Can I buy more High-Speed Data if I go over my data usage threshold during my monthly billing period?
A: Some unlimited data plans and all Choice plans include the option to buy more High-Speed Data. If this option is available for your plan, you will see this option at http://my.viasat.com. Any unused High-Speed Data, including any additional purchased increments of High-Speed Data, do not carry over to the next monthly measurement period.

Q: **May I use the data I receive through my unlimited data or Choice service plan for business purposes?**
A: No, other than for home office purposes. The service is for personal and non-commercial use only, and must be used solely in your residence and not in any commercial, retail or other business location (other than a home office in your residence).

Q: Why do my speeds vary at times when I haven't used much High-Speed Data at all?
A: Two reasons:
1) You will receive the median up to speed on your service plan. This means you should expect that half the time you see speeds that are faster than your service plan speed, and half the time speeds that are slower than your service plan speed.
2) 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 weather.