



## Viasat Unlimited Data Policy

Viasat's unlimited data service plans, Basic 12, Bronze 12, Bronze 25, Silver 12, Silver 25, Gold 12, Gold 30, Gold 50, Platinum 30, Platinum 50 and Platinum 100, 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 (sometimes referred to as your standard data); however, Viasat may prioritize this data behind other customers during network congestion, which will result in slower speeds.

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 resets to zero.

Depending on the specific unlimited data service plan available at your location, the high-speed data usage thresholds for each unlimited data plan are defined in the charts below:

### **Basic 12, Bronze 12, Bronze 25, Silver 12, Silver 25, Gold 12, Gold 30, Gold 50, Platinum 30, Platinum 50 and Platinum 100 (purchased on or after February 13, 2018)**

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

<b>Platinum 50</b>	150 GB
<b>Platinum 100</b>	150 or 300 GB depending on your specific plan

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

**Bronze 12, Silver 25, Gold 30 (purchased prior to February 13, 2018)**

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

Each Viasat unlimited data plan differs by the video streaming quality as defined in the chart below:

Plan Name	Video Streaming Quality
<b>Basic 12, Bronze 12</b>	Small screen quality, typically up to 360p
<b>Bronze 25</b>	Small screen quality, typically up to 360p
<b>Silver 12, Silver 25</b>	DVD quality, typically up to 480p
<b>Gold 12, Gold 30, Gold 50</b>	High-definition quality, typically up to 720p
<b>Platinum 30, Platinum 50, Platinum 100</b>	Full high-definition quality, typically up to 1080p

Even though each unlimited data plan offers service speeds capable of streaming video at higher quality, your unlimited data plan’s video quality is set in accordance with the chart above. Streaming video quality is “up to,” will vary and is not guaranteed. Not all video sources are identifiable and some video sources may stream at a higher quality.

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

**Q: How much monthly data usage is available with my unlimited data service plan?**

**A:** On an unlimited data service plan, there are no limits to how much data you can use during your monthly measurement period. Depending on the specific unlimited data service plan available at your location, after you exceed the high-speed data usage threshold for your service

plan listed below we may prioritize your data behind other customers during network congestion, which will result in slower speeds.

- Basic 12 (after 15 GB of data usage); Bronze 12 (after 35, 40 or 80 GB of data usage); Bronze 25 (after 35 GB of data usage); Silver 12 (after 45 or 60 GB of data usage); Silver 25 (after 60, 100 or 120 GB of data usage); Gold 12 (after 65 or 100 GB of data usage); Gold 30 (after 100 or 200 GB of data usage); Gold 50 (after 100 or 200 GB of data usage); Platinum 30 and Platinum 50 (after 150 GB of data usage); and Platinum 100 (after 150 or 300 GB of data usage).

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

**Q: What happens to my unlimited data 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 data usage threshold and the network is congested, your speeds will be even slower. Further, during network congestion, customers on the Bronze 12, Silver 25, and Gold 30 service plans, who purchased their service plans prior to February 13, 2018, may be prioritized behind other customers who have not exceeded their data allowance or usage threshold regardless of the amount of data actually used, resulting in slower speeds. Please see Viasat’s Network Management Policy [here](#) for full details on Viasat’s network management policies.

**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 data I have used?**

**A:** You can access your usage meter by going to a link available here: [http:// my.viasat.com](http://my.viasat.com). Log in using your username and password and click on the “Usage/BuyMore” tab to see your current data usage.

**Q: Do you reset the measurement of my data usage each month?**

**A:** Yes. Each month, on the date your bill is due, your data usage resets to zero. You can find your reset date by going to our website and logging in using your username and password.

**Q: Can I BuyMore data if I go over my data usage threshold during my monthly billing period?**

**A:** No. BuyMore is not available on an unlimited data plan.

**Q: May I use the data I receive through my unlimited data 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 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.