



## Viasat Unlimited Data Policy

**Viasat Unleashed, Viasat Essentials, Choice, Discovery, and unlimited data service plans**

### Viasat Unleashed service plan:

Plan Name	Data Usage Threshold
Viasat Unleashed	Unlimited

The Viasat Unleashed service plan includes an unlimited amount of data. We have designed this plan to meet the needs of a typical residential customer on our network. If at any time your data usage is trending to exceed the "typical usage" of a residential customer on our network, you may have reduced priority during times of network congestion resulting in slower speeds.

Typical usage represents the data usage of 70% of residential customers on our network ("**Typical Usage**"). This is consistent with data usage trending below 360 gigabytes (GB) in any 30-day period. The Typical Usage GB threshold is an indicator to help customers understand data usage consistent with 70% of customers on our network, will vary, and Viasat will adjust this indicator from time-to-time to represent Typical Usage.

During times of network congestion, customers trending to exceed Typical Usage (i.e., trending to use more data than 70% of all residential customers) may experience [slower speeds](#). Customers trending to exceed the Typical Usage should expect to receive about half of their normal service speeds depending on the extent of network congestion. Generally, internet applications should still perform adequately; although, it may be difficult to have more than one person in the household stream videos at the same time.

Customers within the top 5% of data consumption (i.e., trending to use more data than 95% of all residential customers) may experience significantly slower speeds during congestion, resulting in a substantial reduction in the performance of applications and video streaming. This is consistent with data usage trending to exceed 850 GB of data usage in any 30-day period. This GB threshold is an indicator to help customers understand data usage consistent with the top 5% of customers on our network, will vary, and Viasat will adjust this indicator from time-to-time depending on network demands.

Viasat reserves the right to adjust the 70% and 95% data usage thresholds explained above that result in reduced priority. If any such adjustment has a material negative affect to your service, Viasat will provide you with notice using your email on file with Viasat and the option for you to cancel service without incurring any applicable early termination fee if you are subject to a minimum service term.

You may view your current usage metrics at <http://my.viasat.com> and selecting "View data usage" to access your usage meter.

### Frequently Asked Questions:

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

**A:** On the Viasat Unleashed service plan, there are no limits to how much data you can use. We have designed the plan to meet the typical usage needs of a residential customer on our network.

**Q: What does Typical Usage mean?**

**A:** Typical Usage is designed to reflect the usage of 70% of residential customers on our network. This is currently anyone trending to not exceed 360 GBs in any 30-day period. We will evaluate this data consumption amount from time-to-time as network demands change and adjust it to reflect the usage of 70% of the residential customers on our network.

**Q: As a Viasat Unleashed customer, what happens to my internet service when my typical usage exceeds that of a typical user on the network?**

**A:** If your data usage is trending to exceed the Typical Usage of a residential user on our network, you may have reduced priority during times of network congestion resulting in slower speeds.

Customers within the top 30% of data consumption may experience slower speeds when the network is congested. These customers should expect to receive about half of their normal download speeds. Generally, this means that applications should still perform adequately; however, it may be difficult to have more than one person in the household stream videos at the same time.

Customers within the top 5% of data consumption may experience significantly slower speeds during congestion, resulting in a substantial reduction in the performance of applications and video streaming.

When the network is not congested, nothing will happen to your service speeds even if your trending usage exceeds Typical Usage in any 30-day period.

**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>. Log in using your username and password and selecting "View data usage" to see your current data usage.

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

**A:** No. The Viasat Unleashed plan does not have a data usage that resets monthly. Your Typical Usage is measured by looking at your daily usage over the past 30 days.

**Q: What speeds should I expect when I am not trending to exceed the Typical Usage on the Viasat Unleashed plan?**

**A:** Your speeds will vary based on numerous reasons as explained within this policy and in Viasat's [Network Management Policy](#). In general, depending on your location, your service plan should receive download speeds ranging from either:

- Up to 25–50 Mbps,
- Up to 25–100 Mbps, or
- Up to 25-150 Mbps.

Speeds will vary significantly and are not guaranteed. The speeds at your specific location are available to you through the Broadband Label information provided when your purchase service.

Viasat seeks to provide service in a fair and equitable manner. As such, Viasat allocates bandwidth to meet network demands, especially in times of network congestion. This may affect your service speeds and cause your speeds to vary regardless of whether you have exceeded the Typical Usage amount. Generally, customers should expect to receive download speeds within their plan's speed range. However, at times, customers may receive speeds at or below the minimum of the range, and at other times, customers may receive download speeds at or above the maximum of their plan range.

Upload speeds are up to 3 Mbps.

**Q: Are there any other reasons why my speed may vary when I haven't exceeded the Typical Usage?**

**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 performance of your w-fi router, 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.

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

**A:** No. The option to purchase more data is not available for the Viasat Unleashed service plan.

**Q: May I use the data I receive through my Viasat Unleashed 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).

## **Viasat's unlimited data service plans, Choice service plans, Discovery service plans, and Viasat Essentials service plan:**

Viasat's unlimited data service plans, Choice service plans, Discovery service plans, and Viasat Essentials service plan 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, Choice, Discovery or Viasat Essentials 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)**

<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
<b>Diamond 30</b>	300 GB
<b>Diamond 50</b>	300 GB
<b>Diamond 100</b>	300 GB

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

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

### **Choice Service Plans**

<b>Plan Name</b>	<b>Download Speed</b>	<b>High-Speed Data Usage Threshold</b>
Choice 12 Mbps/60 GB	Up to 12 Mbps	60 GB

Choice 25 Mbps/40 GB	Up to 25 Mbps	40 GB
Choice 25 Mbps/60 GB	Up to 25 Mbps	60 GB
Choice 25 Mbps/100 GB	Up to 25 Mbps	100 GB
Choice 30 Mbps/60 GB	Up to 30 Mbps	60 GB
Choice 30 Mbps/100 GB	Up to 30 Mbps	100 GB
Choice 30 Mbps/150 GB	Up to 30 Mbps	150 GB
Choice 30 Mbps/300 GB	Up to 30 Mbps	300 GB
Choice 30 Mbps/500 GB	Up to 30 Mbps	500 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 40 Mbps/150 GB	Up to 40 Mbps	150 GB
Choice 50 Mbps/60 GB	Up to 50 Mbps	60 GB
Choice 50 Mbps/100 GB	Up to 50 Mbps	100 GB
Choice 50 Mbps/150 GB	Up to 50 Mbps	150 GB
Choice 50 Mbps/300 GB	Up to 50 Mbps	300 GB
Choice 50 Mbps/500 GB	Up to 50 Mbps	500 GB
Choice 75 Mbps/100 GB	Up to 75 Mbps	100 GB
Choice 75 Mbps/150 GB	Up to 75 Mbps	150 GB
Choice 100 Mbps/150 GB	Up to 100 Mbps	150 GB
Choice 100 Mbps/300 GB	Up to 100 Mbps	300 GB
Choice 100 Mbps/500 GB	Up to 100 Mbps	500 GB
Choice 125 Mbps/300 GB	Up to 125 Mbps	300 GB
Choice 150 Mbps/300 GB	Up to 150 Mbps	300 GB
Choice 150 Mbps/500 GB	Up to 150 Mbps	500 GB
Choice 30 Mbps/500 GB - Saver	Up to 30 Mbps	500 GB
Choice 50 Mbps/1000 GB - Saver	Up to 50 Mbps	1000 GB
Choice 100 Mbps/1000 GB - Saver	Up to 100 Mbps	1000 GB
Choice 150 Mbps/1000 GB - Saver	Up to 150 Mbps	1000 GB

#### Discovery Service Plans

Plan Name	Download Speed	High-Speed Data Usage Threshold
Discovery 25 Mbps / 100 GB	Up to 25 Mbps	100 GB
Discovery 50 Mbps / 200 GB	Up to 50 Mbps	200 GB
Discovery 100 Mbps / 400 GB	Up to 100 Mbps	400 GB
Discovery 150 Unlimited Plan	Up to 150 Mbps	1 TB

#### Viasat Essentials Service Plan

Plan Name	Download Speed	High-Speed Data Usage Threshold
Viasat Essentials	Up to 50 Mbps	150 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>.

**Q: How much monthly data usage is available with my unlimited data, Choice, Discovery or Viasat Essentials service plan?**

**A:** On an unlimited data, Choice or Discovery 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, Choice, Discovery or Viasat Essentials 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, Choice, Discovery or Viasat Essentials 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: 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 selecting "View data usage" 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, all Choice and Discovery plans and the Viasat Essentials plan include the option to purchase 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, Choice, Discovery or Viasat Essentials 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.