



### **All Viasat Residential Internet Plans, except Connect America Fund - Phase II Auction (CAF II) Plans**

One-time standard installation fee may be charged at the time of sale. Minimum 24-month service term applies. Monthly service fees and taxes apply. Equipment lease fee is \$15.00 per month. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Speeds are “up to,” are not guaranteed and will vary. Service is for residential and non-commercial use only. Unlimited data plans and Choice plans are subject to Unlimited Data Policy, which you can view at [www.viasat.com/legal](http://www.viasat.com/legal). Service is not available in all areas and requires a clear view of the southern sky. The performance of some games over the internet is very poor and some games may not work at all. Use of Viasat’s Internet service on multiple devices requires a wireless router. Virtual private networks (VPNs) and remote computer access may be very slow with Viasat’s service. Some VPNs may not work at all. All offers may be changed or withdrawn at any time.

### **All Connect America Fund - Phase II Auction (CAF II) Plans**

Offers available to qualifying customers and in select areas only. One-time standard installation fee may be charged at the time of sale. Minimum 12-month service term applies. Monthly service fees and taxes apply. Equipment lease fee is \$15.00 per month. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Speeds are “up to,” are not guaranteed and will vary. Service is for residential and small business use only. Service is not available in all areas and requires a clear view of the southern sky. The performance of some games over the internet is very poor and some games may not work at all. Use of Viasat’s Internet service on multiple devices requires a wireless router. Virtual private networks (VPNs) and remote computer access may be very slow with Viasat’s service. Some VPNs may not work at all. All offers may be changed or withdrawn at any time. Service plans through CAF II are provided by Viasat, Inc.’s subsidiary, Viasat Carrier Services, Inc.

### **Choice Plans**

Depending on the specific Choice service plan available at your location, after you use the following amount of High-Speed Data, 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: Choice 12 Mbps/60 GB (60 GB); Choice 25 Mbps/40 GB (40 GB); Choice 25 Mbps/60 GB (60 GB); Choice 25 Mbps/100 GB (100 GB); Choice 30 Mbps/60 GB (60 GB); Choice 30 Mbps/100 GB (100 GB); Choice 30 Mbps/150 GB (150 GB); Choice 30 Mbps/300 GB (300 GB); Choice 30 Mbps/500 GB (500 GB); Choice 35 Mbps/150 GB (150 GB); Choice 35 Mbps/300 GB (300 GB); Choice 40 Mbps/100 GB (100 GB); Choice 40 Mbps/150 GB (150 GB); Choice 50 Mbps/60 GB (60 GB); Choice 50 Mbps/100 GB (100 GB); Choice 50 Mbps/150 GB (150 GB); Choice 50 Mbps/300 GB (300 GB); Choice 50 Mbps/500 GB (500 GB); Choice 75 Mbps/100 GB (100 GB); Choice 75 Mbps/150 GB (150 GB); Choice 100 Mbps/150 GB (150 GB); Choice 100 Mbps/300 GB (300 GB); Choice 100 Mbps/500 GB (500 GB); Choice 125 Mbps/300 GB (300GB); Choice 150 Mbps/300 GB (300 GB); and Choice 150 Mbps/500 GB (500 GB).

### **Unlimited Data Plans**

Depending on the specific unlimited data service plan available at your location, after you use the following amount of High-Speed Data, 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: Bronze 12 (35 GB, 40 GB or 80 GB, depending on your specific plan); Silver 12 (45 GB); Gold 12 (65 GB); Bronze 25 (35 GB); Silver 25 (60 GB, 100 GB or 120 GB depending on your specific plan); Gold 30 (100 GB or 200 GB depending on your specific plan); Gold 50 (100 GB or 200 GB depending on your specific plan); Platinum 30 (150 GB), Platinum 50 (150 GB), Platinum 100 (150 GB or 300 GB depending on your specific plan), Diamond 30 (300 GB), Diamond 50 (300 GB); and Diamond 100 (300 GB).

### **EasyCare**

EasyCare is \$9.99 per month. For new Internet customers who purchase EasyCare, the monthly charge is waived for the first 90 days of service. If a customer cancels EasyCare within 90 days after purchase, the customer may be charged the standard rate that would have been applicable for each service call made at the customer’s service address during that 90-day period. Re-enrollment in EasyCare may be restricted for up to 180 days after cancellation. EasyCare is not available to customers in Alaska and Hawaii. Additional terms and conditions applicable to EasyCare are set forth in the EasyCare Plan Addendum to the Customer Agreement available at [www.viasat.com/legal](http://www.viasat.com/legal).

### **Plan Price Reduction Promotions**

Plan price reduction promotion available only to new Viasat Internet customers. Upon the expiration of a promotional period, the plan price will increase to the standard non-promotional price.

### **Voice Service**

Available only as an add-on service for customers on a service plan providing 12 Mbps or greater and in an eligible service area. Minimum 6-month service term. Additional charges for calls to destinations outside of the 50 United States, the District of Columbia and Canada and for directory assistance calls. Billing for Voice for existing Viasat Internet customers commences five days after the date Voice is ordered and for new Viasat Internet customers five days after the date internet service is installed, even if the customer does not activate the Voice equipment. Monthly service fee is \$35.00 and is subject to taxes, E911 fees and other regulatory fees and surcharges. 911 service through Viasat’s Voice satellite technology may be limited in comparison to 911 service available through traditional landline telephone carriers. Voice may not work well with fax machines, security systems and other analog data services and devices. Voice may not work during power outages. Learn more about backup battery power. <https://www.viasat.com/satellite-internet/battery-backup/>.

### **Voice-Only Connection and Business Voice-Only Connection Service**

Offers available to qualifying customers and in select areas only. One-time standard installation fee may be charged at the time of sale. Minimum 12-month service term applies. Monthly service fees and taxes apply. Equipment lease fee is \$15.00 per month. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Service is for residential and small business use only. Service is not available in all areas and requires a clear view of the southern sky. Additional charges for calls to destinations outside of the 50 United States, the District of Columbia and Canada and for directory assistance calls. Billing for Voice for existing customers commences five days after the date Voice is ordered and for new Viasat customers five days after the date service is installed. Monthly service fee is \$51.99 and is subject to taxes, E911 fees and other regulatory fees and surcharges. 911 service through Viasat's Voice satellite technology may be limited in comparison to 911 service available through traditional landline telephone carriers. Voice may not work well with fax machines, security systems and other analog data services and devices. Voice may not work during power outages. Learn more about backup battery power. <https://www.viasat.com/satellite-internet/battery-backup/>. All offers may be changed or withdrawn at any time. Service plans are provided by Viasat, Inc.'s subsidiary, Viasat Carrier Services, Inc.

### **Viasat Internet/ Voice Bundle Promotion**

New customers in participating sales channels who order Viasat Voice at the same time they order Viasat Internet will receive a savings of \$10 per month on their Viasat Voice service for the first three full months of services provided they continue to receive both services. Existing Viasat Internet customers in participating sales channels who add Viasat Voice service will receive a savings of \$10 per month on their Voice service for the first three months of Viasat Voice service provided they continue to receive both services.

### **Viasat Shield**

Viasat Shield is an optional service for Viasat residential internet service plans that helps protect you from online risks and provides device management features. Shield service includes the availability of a Shield application for iPhones with iOS v9.0 or higher and Android with v4.1 or higher. The Shield application is not supported on tablets. Shield premium includes optional antivirus service provided by Bitdefender SRL and is subject to Bitdefender SRL's license agreement, privacy policy, and terms of use. Shield premium is not supported or available on the CAF II Connection 25, Business Connection 25, Voice-Only Connection, or Business Voice-Only Connection plans. By using Shield and the Shield application, you acknowledge that you have read and agree to the **Viasat Shield Application End User Terms and Conditions Agreement** available at [www.viasat.com/legal](http://www.viasat.com/legal). Shield offers basic features available at no additional charge, and in select areas, premium features for a monthly fee of \$8.99 billed by and paid to Viasat. Contact Viasat Customer Care at 1-855-463-9333 to discontinue premium features.

### **Office Hours**

Office Hours is an optional service for use with web browsing, bulk transfers, real-time communications, network storage, social networking (excluding embedded streaming videos), VPN, and email. Not all internet traffic sources are identifiable and available to benefit from Office Hours. Office Hours does not include video streaming, peer-to-peer networking, gaming, and any other categories of internet content not specifically stated above. Office Hours is available 8:00 am to 5:00 pm local time, daily. Available time may vary by location. For additional details, visit <https://vsat.co/officehoursfaqs>. Office Hours is only available with select service plans and is not available on CAF-II service plans.

### **Viasat Stream - beta**

Viasat Stream beta is an optional feature that works with participating streaming providers letting you watch movies and shows any time without using your plan data. Viasat Stream requires an existing Viasat Internet account. You must have an account with participating streaming providers to access that provider's content. You may cancel Viasat Stream at any time by contacting Viasat Customer Care. Viasat Stream does not work on third-party routers, with Wi-Fi extenders or on devices that are using a VPN. Viasat Stream may not be available in all formats. Streaming video quality is "up to," will vary and is not guaranteed. Viasat Stream is in beta and Viasat reserves the right to modify or discontinue Viasat Stream at any time upon notice. Viasat Stream is not available in all areas or with all service plans.

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### **All Viasat Internet for Business Plans, except Business Connection 25 Plan**

Minimum 24-month service term. Monthly price includes the monthly service fee and equipment lease fee of \$9.99/mo. or \$10.00/ mo., depending on equipment type. One-time standard installation fee is \$300.00. All fees are subject to taxes. Equipment must be returned upon cancellation of service, otherwise an unreturned equipment fee will apply. Non-standard installations may result in additional charges. Speeds are "up to," are not guaranteed, and will vary. Some service plans are subject to data transmission limits measured on a monthly basis. On some service plans, extra charges apply for data used in excess of monthly data allowance. For full details, see the Data Allowance Policy – Business, which you can view at [www.viasat.com/legal](http://www.viasat.com/legal). Service is not available in all areas and requires a clear view of the southern sky. The performance of some games over the Internet is very poor and some games may not work at all. Use of the Viasat Internet service on multiple devices requires a wireless router. Virtual private networks (VPNs) and remote computer access may be very slow with Viasat's service. Some VPNs may not work at all. All offers may be changed or withdrawn at any time.

### **Business Unlimited Data Plans**

Depending on the Business unlimited data service plan, after you use the following amount of data, we may prioritize your data behind other customers during network congestion, which will result in slower speeds: Business Unlimited 12 plan (75 GB); Business Unlimited 35 plan (75 GB); Business Unlimited 60 plan (150 GB); and Business Unlimited 100 plan (200 GB).