

Account Activation – Authorized Signer Job Aid

Summary

This Job Aid covers:

[Introduction](#)

[Customer Agreement – Authorized Signer](#)

[Collecting Information for the Customer](#)

This Job Aid supports the Viasat Retail (Fulfillment and Dealer) Technician audiences.

Introduction

This Job Aid provides the steps the Authorized Signer and the Technician to follow for the Online Customer Agreement process for **new Viasat service**. It is the Technician's responsibility to help the Authorized Signer understand that:

- They are signing on behalf of the Customer
- The Authorized Signer must convey information to the Customer about how to complete the Account Setup.
 - All billing statements and Viasat contacts are directed to the Account's Contact email
 - Access to Data Usage, BuyMore, and other benefits is only available to the customer if the Account is set up

New customer account setup

Your account setup is nearly complete. In order to finish the process, we need to determine if you are the customer named on the account or if you are acting as an authorized signer.

If you are the person named on the Viasat customer account (i.e. you placed the order), please click "Customer" to get started.

Customer

If you have been authorized to sign this contract on behalf of the Viasat customer, please call Installer Relations at 1-888-278-6869.

Important! If the Customer is present, follow the procedure in the [Viasat Service Account Activation – Customer Present – Job Aid](#).

This process begins in the Installation Portal (Provisioning system) after the Quality of Installation (QOI) process registers all green LED values. The browser refreshes to show the New Customer Account Setup page.

Customer Agreement – Authorized Signer

Follow these steps to request an Authorized Signer version of the ECA

1. When the New Customer Account Setup page appears, call the Installer Relations team at 888.278.6869.
2. Inform the IR Agent that you have an Authorized Signer present, and they may ask to speak to the person.
3. The IR Agent asks for the Authorized Signer's email address.
4. The IR Agent emails a copy of the Authorized Signer's Customer Agreement to that email address.

5. Retrieve the PDF from the email address, and save it to the Customer's desktop.

- Open the PDF.

Note: The computer must have Adobe Acrobat Reader, or other PDF Reader installed.

1. When the Customer Agreement is available, the Technician reviews these Viasat-specific topics while the Authorized Signer follows along:

- Minimum Service Commitment
- Data Allowance Policy
- 1. The Service
 - 1.1 Limitations
 - 1.2 Minimum System Requirements
- 2. Who May Use the Service? Responsibility and Supervision
 - 2.1 Age and Account Setup
 - 2.2 Multiple Use of Account
 - 2.3 Installation of Equipment
 - 2.4 Subscriber Responsibility
- 5. Permitted Use and Restrictions on Use
 - 5.2 Restrictions on Use of the Service
 - 5.3 Data Allowance Policy
 - 5.4 Responsibility of the Subscriber
 - Disclaimer of Warranties

Customer Agreement (Residential)

This Customer Agreement, including any applicable addenda to this Customer Agreement (collectively, the "Agreement") describes the terms and conditions between you and Viasat, Inc. ("Viasat," "Us" or "We") applicable to Viasat's Internet access services, which includes the Viasat, Exede, and WildBlue Internet services, Viasat's email service (the "Internet Service(s)"), voice over Internet protocol service ("Voice") and premier technical support service ("Premier Tech Support") (the Internet Service(s), Voice and Premier Tech Support may also be individually referred to as the "Service" or collectively referred to as the "Services"). Please note that if you receive your bill for your Service from a third party, the terms of any customer agreement with that third party and their contact information will be different than provided in this Agreement. Please read this Agreement carefully since it contains important contract rights and obligations between you and Viasat, as well as important limitations on those rights. If you would like to contact us, you may call 1-855-463-9333 or write to: Viasat, Inc., P.O. Box 4427, Englewood, CO 80155 - Attention: Customer Care.

A. Minimum Service Commitment.

- i. **Minimum Service Commitment Requirements.** The Internet Services require you to commit to a 24-month minimum service term ("Minimum Service Term"), unless (i) a different term is stated in this Agreement for your plan; or (ii) you chose the month-to-month service term option at the time you ordered Internet Services ("No Long-Term Contract Option") and pay the associated nonrefundable one-time upfront No Long-Term Contract Option fee.
- ii. **Plan Changes for All Current Customers.** If you change your Service location, or change your Internet Service plan, and the change requires: (i) the use of upgraded Equipment (as defined below), or (ii) a service call to your premises, then you must commit to a new 24-month Minimum Service Term beginning on the date your new Internet Service is activated ("Renewal Service Term"). You may not downgrade your Internet Service Plan to a lower tier Internet Service Plan until 30 days after activation of your Internet Service.

If you have a Minimum Service Term or Renewal Service Term and terminate Internet Service prior to the expiration of the Minimum Service Term or Renewal Service Term, you will owe (and your credit card, debit card, or bank account may be charged) the termination fee described below (the "Termination Fee") and/or any other termination fee described in this Agreement applicable to the Service(s) you are receiving.

B. Term and Renewal. The term of this Agreement commences on the date your Internet Service is activated and continues for either (i) the duration of the applicable Minimum Service Term or Renewal Service Term, or (ii) until terminated by you or Viasat. After the applicable Minimum Service Term or Renewal Service Term expires, the term of this Agreement will automatically renew on a month-to-month basis, unless you terminate this Agreement pursuant to Section 4.3.

C. Equipment. New Internet Service customers must lease the equipment provided by Viasat consisting of a modem, antenna and transceiver ("Equipment") in order to receive the Internet Service. Only a Viasat-authorized installer may install the antenna and transceiver at your residence. Only a Viasat-authorized installer may install the modem at your residence if you are a new customer. Existing customers may self-install an upgraded modem.

D. Unlimited Data Policy/Data Allowance Policy/Bandwidth Usage Policy. The unlimited data Service plans are governed by the Unlimited Data Policy and, as set forth in Exhibit A, after you use a certain amount of data during your monthly billing period, we may prioritize your data behind other customers during network congestion, which will result in slower speeds. The Liberty service plans ("Liberty Plan(s)") and the Basic 25 service plan are subject to "Priority Data" usage limits which are described in the Data Allowance Policy. If you exceed your Priority Data usage limits, you will receive "Liberty Pass" for the remainder of your monthly billing period. Liberty Pass speeds will be slower than Priority Data speeds, may be extremely slow when the network is busy, do not support video streaming on multiple devices and may not support streaming of high-definition video. More details are set forth in Exhibit A. Exede Classic, Essential 10, Evolution Basic 12 and WildBlue Internet Service plans are subject to strict data usage limits which are described in the Data Allowance Policy. If you exceed your data usage limits, Viasat will significantly slow and/or restrict your Internet Service, or certain uses of your Internet Service, for the remainder of your monthly billing period. The Freedom service plan ("Freedom Plan") is governed by the Bandwidth Usage Policy and is not subject to a strict data allowance; however, as set forth in Exhibit A, if you use more than 150 GB of data during your monthly billing period, certain speeds of your Internet Service will be slowed, as described in the Bandwidth Usage Policy. The data usage explanations for our Internet Service plans are set forth in Exhibit A, attached hereto and incorporated herein.

E. Termination Fee. If you cancel the Internet Service (resulting in termination of this Agreement) before completion of any applicable Minimum Service Term or Renewal Service Term, the Termination Fee is equal to the number of months left in your Minimum Service Term or Renewal Service Term multiplied by \$15.00 unless a different termination fee is stated in this Agreement for your Internet Service plan.

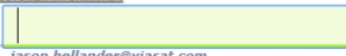
F. Return of Equipment. Additional charges will apply as specified in the Lease Addendum if (i) you fail to return the modem and transceiver within 30 days after termination of this Agreement, or (ii) you agree to upgrade your Internet Service, which requires the activation of a new modem, and you fail to return your original modem within 45 days after agreeing to upgrade your Internet Service. If you purchased your Equipment, you are not required to return the Equipment upon termination of this Agreement. In any event, Viasat is not obligated to de-install the Equipment.

G. Payment Authorization. You authorize Viasat to charge your credit card or debit card ("Card Payment"), or initiate an electronic funds transfer out of your bank account ("EFT Payment") for payment of all or any portion of your Service fees, the Termination Fee, if applicable (and/or any other applicable termination fee) and any other amounts payable under this Agreement, until such amounts are paid in full, unless you live in a state where Viasat is required under applicable law to accept another method of payment or Viasat has agreed to accept another method of payment from you.

This Agreement has 14 pages and incorporates Viasat's Data Allowance Policy, Bandwidth Usage Policy, Unlimited Data Policy, Privacy Policies, Acceptable Use Policy, Email End User License Agreement, and your Internet Service plan details as posted on the applicable Viasat website: www.exede.com or www.viasat.com/wildblue. In addition, if you are leasing your Equipment, receiving Voice, receiving Premier Tech Support and/or are receiving Services through our Recovery Act Program, the Agreement incorporates, as applicable, the Lease Addendum, the EasyCare Addendum, the Voice Addendum, the Premier Tech Support Addendum and/or the Recovery Act Addendum. You acknowledge that you have received, read, understand and agree to be bound by all of the terms and conditions set forth on each of the pages of this Agreement and the incorporated documents, as each of them may be updated from time to time.

If you did not receive Sections 1 through 8 of this Agreement, Exhibit A, and, if applicable, the Lease Addendum, the EasyCare Addendum, the Voice Addendum, the Premier Tech Support Addendum and/or the Recovery Act Addendum, DO NOT SIGN THIS AGREEMENT.

CUSTOMER INFORMATION

Customer Signature: 
 Date: _____
 Print Customer Name: Test Viasat Hellander Tng 2
 Street Address: 349 INVERNESS DRIVE SOUTH
 ENGLEWOOD, CO 80112-5882

AUTHORIZED SIGNER INFORMATION (if Customer is not present at Installation)

Authorized Signer's Signature: _____
 Date: _____
 Authorized Signer's Name: _____
 Relationship to Customer: _____

By signature I affirm that the Customer has authorized me to establish an account in the Customer's name.

1. The Authorized Signer accepts the agreement by completing the following steps:
2. In the Authorized Signer Information area, the signer completes the following fields:
3. **Customer's Name**
4. **Customer's Address**
5. **Your Name:** The Authorized Signer first and last name
6. **Relationship to the Customer:** The Authorized Signers relationship to Customer; i.e. Sister, Brother, Mother, Father, Neighbor, Friend

7. The **signer types their name in the Name to Sign field**; they should enter their name as they would normally sign a legal document. (Example: if the customer normally uses their middle initial they should type in John Q Smith)
8. At the top of the page, click the **Finish & Submit Electronically** button. This button creates the e-signature in the document, then creates the document name, and stores the document in the account storage area.

Important: If the Authorized Signer refuses to accept the Customer Agreement, the technician is required to contact Viasat Field Support immediately. The technician cannot leave the customer's site until the issue is resolved or the account is deactivated.



Customer Agreement

I am applying an e-signature in my name to this document and have read the [Customer Agreement](#)

Finish & Submit Electronically

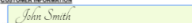
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G. Payment Authorization. You authorize Viasat to charge your credit card or debit card ("Card Payment"), or initiate an electronic funds transfer out of your bank account ("EFT Payment") for payment of all or any portion of your Service fees, the Termination Fee, if applicable (and/or any other applicable termination fee) and any other amounts payable under this Agreement, until such amounts are paid in full, unless you live in a state where Viasat is required under applicable law to accept another method of payment or Viasat has agreed to accept another method of payment from you.

This Agreement has 14 pages and incorporates Viasat's Data Allowance Policy, Bandwidth Usage Policy, Unlimited Data Policy, Privacy Policies, Acceptable Use Policy, Email End User License Agreement, and your Internet Service plan details as posted on the applicable Viasat website: [@viasat.com](#) or [www.viasat.com/usa/usa/](#). In addition, if you are leasing your Equipment, receiving Voice, receiving Premier Tech Support and/or are receiving Services through our Recovery Act Program, the Agreement incorporates, as applicable, the Lease Addendum, the EasyCare Addendum, the Voice Addendum, the Premier Tech Support Addendum and/or the Recovery Act Addendum. You acknowledge that you have received, read, understood and agree to be bound by all of the terms and conditions set forth on each of the pages of this Agreement and the incorporated documents, as each of them may be updated from time to time.

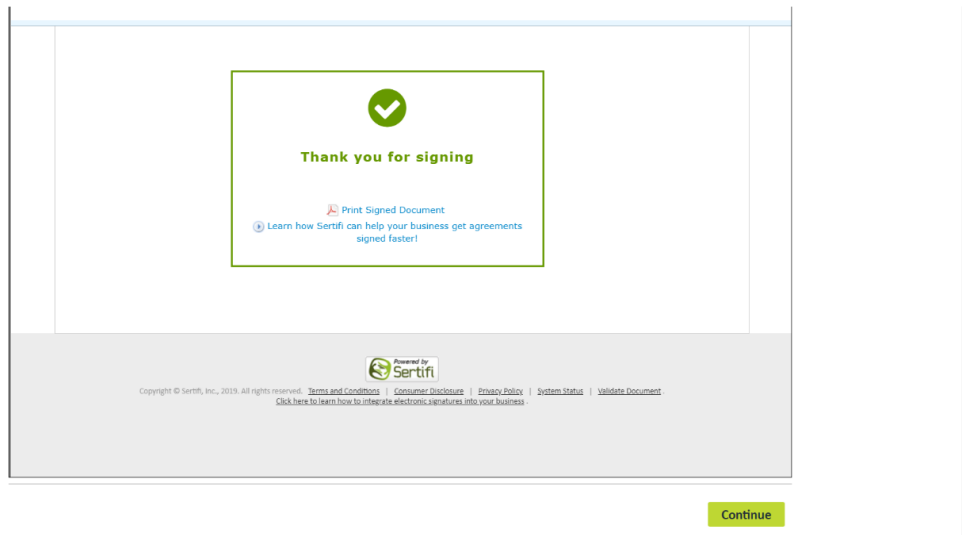
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Customer Information		Authorized Signer Information (If Customer is not present at installation)	
Customer Signature:		Authorized Signer's Signature:	
Date:	<input type="text" value="jason@viasat.com"/>	By signature I affirm that the Customer has authorized me to establish an account in the Customer's name.	
Print Customer Name:	Test Viasat	Authorized Signer's Name:	
Street Address:	349 INVERNESS DRIVE SOUTH ENGLEWOOD, CO 80112-5882	Relationship to Customer:	

1. After the Customer Agreement is signed electronically, the Thank you page appears.

Click the **Print Signed Document** link, and save the PDF to the desktop for the Customer.

Click **Continue**, twice.



1. The Confirmation page appears, displaying the activation status of all newly activated services.

Note: This page may also display Voice activation.

