

Account Activation – Customer Present Job Aid

Summary

This Job Aid covers:

[Introduction](#)

[Customer Agreement – Customer Signer](#)

[Email Account Setup](#)

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

Introduction

This Job Aid provides steps the Customer and the Technician must follow for the Account Setup and Customer Agreement process for the **residential** service. It is the Technicians responsibility to help the Customer understand that Account Setup is important because:

- All billing statements and ViaSat contacts are directed at the Account's Contact email.
- Access to Data Usage is only available to the customer if the Account is set up.

Note: If an Authorized Signer is present (instead of the Customer), follow the procedure in the *Service Account Activation – Authorized Signer – Job Aid*.

This process begins in the Install 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 – Customer Signer

Note: The procedure shown below requires that the Customer be present.

1. On the New Customer Account Setup page, click **Customer**.

1. The Customer types the last four digits of the payment method on their account.

Note: This payment method was given when they placed the order for their new service.

1. Wait for the Customer Agreement to appear.

Note: If it fails to appear, contact Installer Relations.

Note 2: If it fails to appear and you are using IE 10; set it to compatibility mode.

1. When the Customer Agreement is available, the Technician reviews these four Viasat-specific topics while the Customer follows along:
2. **The Service**
3. Description
4. Minimum System Requirements
5. Minimum Service Commitment
6. **Responsibility and Supervision**
7. Age and Account Setup
8. Multiple Use of Account
9. Installation of Equipment
10. Subscriber Responsibility
11. **Data Access Policies**
12. **Disclaimer of Warranties**



Customer Agreement

Viasat Please complete and sign in 1 location. [Get Started](#)

Plan 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, Events 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.viasat.com or my.viasat@viasat.com. 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		AUTHORIZED SIGNATURE	
(Customer is not present at installation)		(Customer is not present at installation)	
Customer Signature:	<input type="text" value="SIGN HERE"/> (Type Name)	Red Signer's Signature:	By signature I affirm that the Customer has authorized me to establish an account in the Customer's name.
Date:	<input type="text" value="jason.helfander@viasat.com"/>	Date:	
Print Customer Name:	Test Viasat Helfander, Trg 2	Printed Signer's Name:	
Street Address:	340 INVERNESS DRIVE SOUTH	Relationship to Customer:	
	ENGLEWOOD, CO 80112-5882		

1. The Customer accepts the agreement by completing the following steps:

2. **Typing their name in the Name to Sign field:** They enter their name the same way they would normally sign a legal document. (Example: if the customer normally uses their

middle initial they should type it in = John Q Smith)

3. **Reading the statement** and clicking the checkbox beside the “I am applying a legally binding e-signature...” statement. Optionally, they may optionally click the Consumer Disclosure link to read more about e-signatures.
4. 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 customer refuses to set up their account and/or accept the Customer Lease 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

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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.viasat.com) or www.viasat.com/contracts. 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.

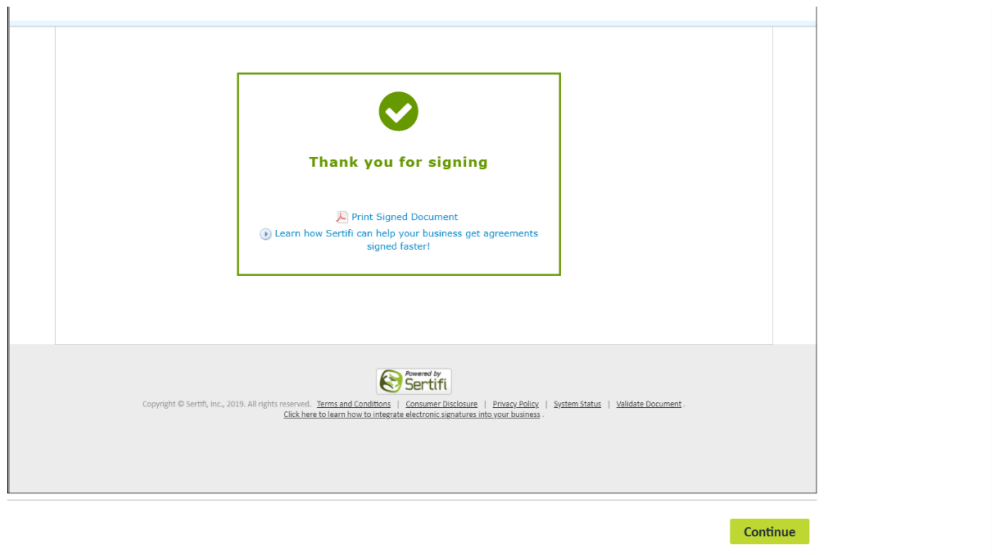
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CUSTOMER INFORMATION		AUTHORIZED SIGNER INFORMATION <small>(If Customer is not present at installation)</small>	
Customer Signature:		Authorized Signer Signature:	
Date:	<input type="text" value=""/>	Date:	<input type="text" value=""/>
Print Customer Name:	Test Viasat	Print Signer Name:	<input type="text" value=""/>
Street Address:	349 INVERNESS DRIVE SOUTH ENGLEWOOD, CO 80112-5882	Relationship to Customer:	<input type="text" value=""/>

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.

