Account Activation — Customer Present Job Aid

Summary

This Job Aid covers:

Introduction

<u>Customer Agreement – Customer Signer</u>

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.

Viasat:	
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.	

 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.

NEW CUSTOMER ACCOUNT SETUP Please Authenticate Your Account Name on Customer Agreement: Test Visuat Inter the last 4 digits of the payment method on your account (credit card or bank account) LIST FOUR	Viasat:**	
Please Authenticate Your Account Name on Customer Agreement: Test Vissat Fater the last 4 digits of the payment method on your account (credit card or bank account) LAST FOUR Cancel Continue Instat	NEW CUSTOMER ACCOUNT SETUP	
Name on Customer Agreement: Test Vissat Enter the last 4 digits of the payment method on your account (credit card or bank account) LAST FOUR Cancel Continue Insta	Please Authenticate Your Account	
Enter the last 4 digits of the payment method on your account (credit card or bank account) LAST FOUR Cancel Continue Insta	Name on Customer Agreement: Test Viasat	
LAST FOUR Cancel Continue Insta	Enter the last 4 digits of the payment method on your account (credit card or bank account)	
Cancel Continue Insta	LAST FOUR	
		Cancel Continue Install

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.

- 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

ASCOTTEL	Agreement				
Viasat	<u> </u>	Please complete and sign	n in 1 location. O Get Star	rted	^
	than Priority Data speeds, may be ex video. More details are set forth in Er described in the Data Altowance Pol Service, for the remainder of your m data allowance, however, as set forth as described in the Bardwicht Usage	dremetly slow when the network is busy, do r shibit A. Exede Classic, Essential 10, Evolut lioy. If you exceed your data usage limits, v unthly billing period. The Freedom service 1 in Exhibit A. If you use more than 150 GB - Policy. The data usage explanations for o	not support video streaming on multip tion Basic 12 and WildBlue Internet Sr Visast will significantly slow and/or ner plan ("Freedom Plan") is governed br of data during your monthly billing per at Internet Service plans are set forth	Ite devices and may not support streaming of high-definition envice plans are subject to strict data usage limits which are strict your Internet Service, or certain uses of your Internet by the Bandwidt Usage Policy and is not subject to a strict indi, certain speeds of your Internet Service will be slowed, in Erbitik A, automb Arreto and incorporated herein.	*
	E. <u>Termination Fee</u> . If you a Service Term, the Termination Fee is fee is stated in this Agreement for you	cancel the Internet Service (resulting in termi equal to the number of months left in your Mi ur Internet Service plan.	ination of this Agreement) before comp inimum Service Term or Renewal Serv	pletion of any applicable Minimum Service Term or Renewal vice Term multiplied by \$15.00 unless a different termination	
	F. <u>Return of Equipment</u> , termination of this Agreement, or (ii) y 45 days after agreeing to upgrade yo any event. Visual is not obligated to c	Additional charges will apply as specified in you agree to upgrade your Internet Service, wir Internet Service. If you purchased your E Se-install the Equipment.	In the Lease Addendum if (i) you fail which requires the activation of a new Equipment, you are not required to ret	to return the modem and transceiver within 30 days after w modem, and you fail to return your original modem within turn the Equipment upon termination of this Agreement. In	
	G. <u>Payment Authorization</u> . bank account ("EFT Payment") for and any other amounts payable un another method of newment or Visad	You authorize Viasat to charge your cred r payment of all or any portion of your Ser yder this Agreement, until such amounts a lass arread to account another method of no	dit card or debit card ("Card Payme rvice fees, the Termination Fee, if a pre paid in full, unless you live in a st umant from voic	ent"), or initiate an electronic funds transfer out of your applicable (and/or any other applicable termination fee) fate where Vissat is required under applicable law to accept	
	This Agreement has 14 pages an. Policy, Email End User Licensi www.viasat.com/wildblus. In addit Recovery Act Program, the Agreer Addendum and/or the Recovery Ac	d incorporates Viasat's Data Allowance I e Agreement, and your Internet Servi tion, if you are leasing your Equipment, no ment incorporates, as applicable, the Lea 11 Addendum. You acknowledge that you	Policy, Bandwidth Usage Policy, U. śce plan detais as posted on eceiving Voice, receiving Premier T se Addendum, the EasyCare Adde have received, read, understand a	Inlimited Data Policy, Privacy Policies, Acceptable Use the applicable Visat website: <u>www.exteds.com</u> or fech Support and/or are receiving Services through our ndum, The Voice Addendum, the Premier Tech Support of agree to be bound by all of the terms and conditions	
	set form on each of the pages of the If you did not receive Sections Voice Addendum, the Premier	his Agreement and the incorporated docu s 1 through 8 of this Agreement, Exit 'Tech Support Addendum and/or the	hibit A, and, if applicable, the I Recovery Act Addendum, DO	Added from time to time. Lease Addendum, the EasyCare Addendum, the NOT SIGN THIS AGREEMENT.	
	CUSTOM	RER INFORMATION		AUTHORIZED SIGNER INFORMATION (If Customer is not present at installation)	
Ð	Customer Signature:	(Type Name) on.hellander@viasat.com	zed Signer's Signature:	By signature I affirm that the Customer has authorized me to establish an account in the Customer's name.	
	Tort 1	Viasat Hellander Tng 2	Dete:		
	Print Customer Name: 3491	INVERNESS DRIVE SOUTH	onzed Signer's Name:		

- 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 esignatures.
- 4. At the top of the page, click the Finish & Submit Electronically button. This button creates the esignature 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 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				
	l am have	applying an e-signature in my name to thi read the Consumer Disclosure	s document and Finish	& Submit Electronically	×
	E. <u>Termination Fe</u> Service Term, the Termination fee is stated in this Agreeme	b. If you cancel the Internet Service (resulting in termin on Fee is equal to the number of months left in your Min ent for your Internet Service plan.	ation of this Agreement) before comp imum Service Term or Renewal Serv	sietion of any applicable Minimum Service Term or Renewal ice Term multiplied by \$15.00 urless a different termination	
	F. <u>Return of Equili-</u> termination of this Agreeme 45 days after agreeing to up any event, Viasat is not obliv	pment. Additional charges will apply as specified in nt, or (ii) you agree to upgrade your Internet Service, y grade your Internet Service. If you purchased your Er jatet to de-install the Equipment.	the Lease Addendum if (i) you fail which requires the activation of a new supment, you are not required to ref	to return the modem and transceiver within 30 days after winodem, and you fail to return your original modem within urn the Equipment upon termination of this Agreement. In	
	G. <u>Payment Autho</u> bank account ("EFT Paym and any other amounts pa	rization. You authorize Viasat to charge your cred ent") for payment of all or any portion of your Ser yable under this Agreement, until such amounts a	t card or debit card ("Card Payme rice fees, the Termination Fee, if a re paid in full, unless you live in a st	nt"), or initiate an electronic funds transfer out of your applicable (and/or any other applicable termination fee) ate where Viasat is required under applicable law to accept	
	This Agreement has 14 p Policy, Email End User www.vissat.com/wildblus, Recovery Act Program, th Addendum and/or the Rec set forth on each of the pa	ov visas nas agreed to accept another method to pur ages and incorporates Visast's Data Allowance P License Agreement, and your internet Servi In addition, if you are leasing your Equipment, re- Agreement incorporates, es applicable, the Leas overy Act Addendum. You acknowledge that you ges of this Agreement and the incorporated docum	nimit non you. olicy, Bandwidth Usage Policy, Ur te plan details as posted on zeiving Voice, receiving Premier T e Addendum, the EasyCare Adden have received, read, understand an nents, as each of them may be up	nlimited Data Policy, Privacy Policies, Acceptable Use the applicable Vlasat website: <u>www.watdc.com</u> or ech Support and/or are receiving Services through our down, the Voice Addendum, the Premier Tech Support dagree to be bound by all of the terms and conditions dated from time to time.	
	If you did not receive S Voice Addendum, the F	Sections 1 through 8 of this Agreement, Exh Premier Tech Support Addendum and/or the	ibit A, and, if applicable, the I Recovery Act Addendum, DO	ease Addendum, the EasyCare Addendum, the NOT SIGN THIS AGREEMENT.	
	Customer Signature:	Customen Information John Smith jason@viasat.com	zed Signer's Signature:	Autropiczzo Soute Microsutrow (if Customer is not present al Installation) By signature I affirm that the Customer has authorized me to establish an account in the Customer's name.	
	Print Customer Name: Street Address:	Test Vlasat 349 INVERNESS DRIVE SOUTH	Date: prized Signer's Name: stionship to Customer:		

 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.



- The Confirmation page appears, displaying the activation status of all newly activated services.
- Note: This page may also display Voice activation.

Confirmation Viasat Internet Activation status		
Viasat Internet Activation status	Confirmation	
Success	Viasat Internet Activation status	
	Successi	
four Viasat Modem is now connected to the Internet.	Your Viasat Modem is now connected to the Internet.	