

Provisioning

Summary

This Job Aid covers:

[Provisioning Setup Verification](#)

[Modem Provisioning](#)

This Job Aid supports all Technician audiences. This process applies for all Viasat gateways and modems:

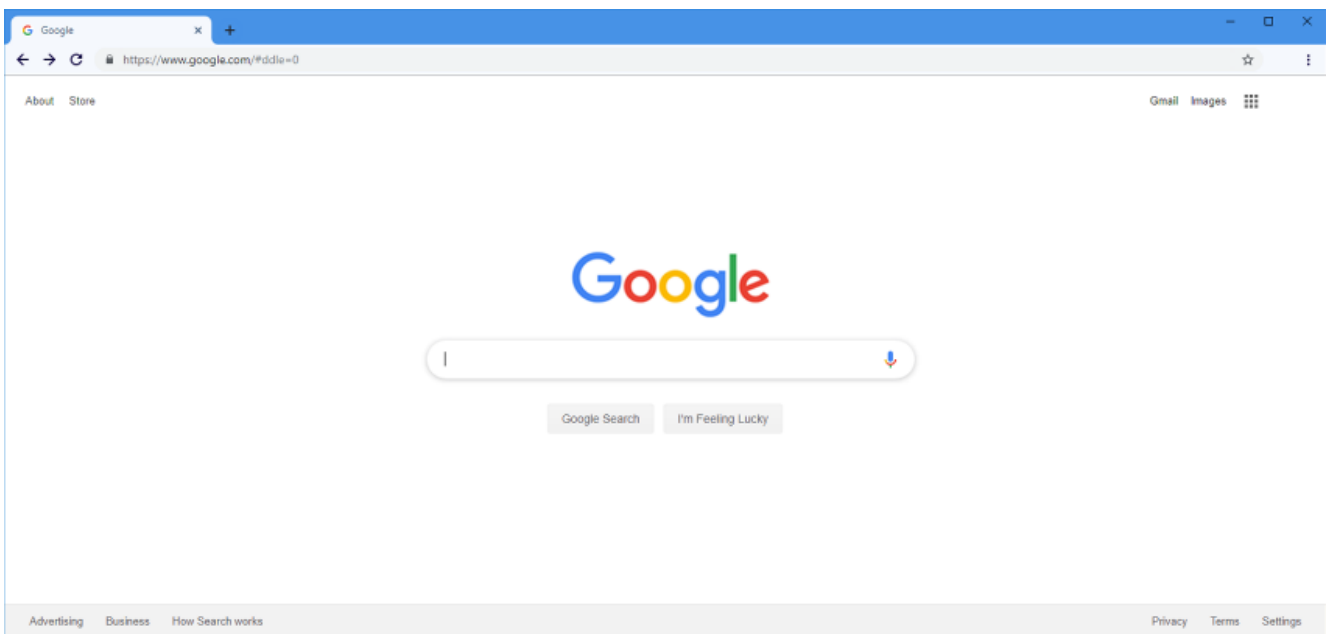
- Viasat WiFi Gateway (VWG)
- Viasat Home (Data) Gateway (VHG)
- SurfBeam 2
- SurfBeam 2+ (plus)

Modem/Gateway Provisioning

After pointing and peaking is completed and the software has been downloaded, the modem will reboot.

If you are installing a Viasat Gateway open a web browser and navigate to **192.168.100.1**.

If you are installing a SurfBeam 2 or 2+ navigate to any webpage and you will be automatically redirected to the provisioning process.



For a Viasat Gateway, the **Modem/IFL Cable status** screen will appear. From here, click the **Modem** menu and select **Activate**.

The **Welcome** screen appears. Click the **Continue** button.



Welcome to service activation!

[Continue Install](#)



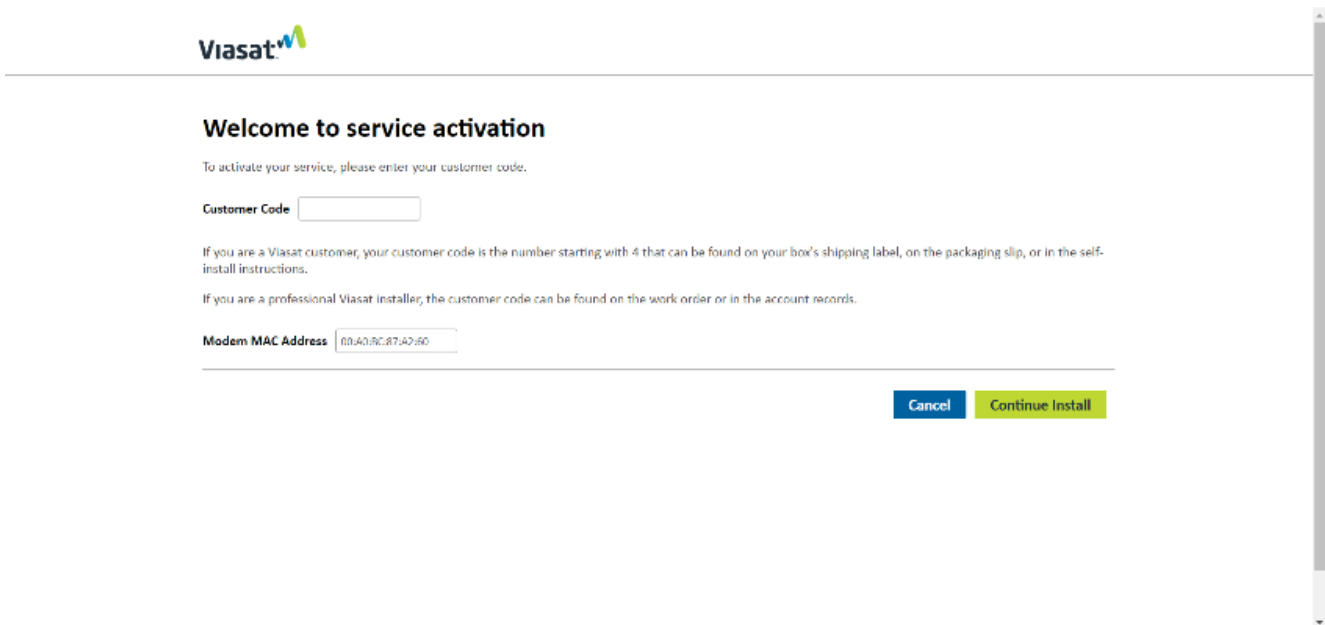
When the computer browser opens, the Gateway Network automatically directs the browser to the Provisioning Network. The Provisioning System then displays the **Welcome to Service Activation** page.

On this page, enter the Customer Code in the **Customer Code**

field. This code is found on the work order.

Confirm that the Modem MAC address matches the MAC address on the modem.

Click **Next Step** to display the next page.



The screenshot shows the Viasat service activation page. At the top left is the Viasat logo. Below it is the heading "Welcome to service activation". The main text reads: "To activate your service, please enter your customer code." There are two input fields: "Customer Code" and "Modem MAC Address". The "Modem MAC Address" field contains the value "00:40:9C:87:A2:60". At the bottom right, there are two buttons: "Cancel" (blue) and "Continue Install" (yellow).

On the **Customer Confirmation** page validate the Customer name and address. If it is incorrect click **Cancel** and re-enter the correct Customer Code.

Enter the Installer ID in the **Installer ID** field. Each Viasat Partner requires you to use a certified Installer ID associated with your installations. You may have more than one **Installer ID** and you must use the correct ID for each Partner Installation.

Note: The provisioning system will verify the Installer ID.

The ID can fail:

1. **Non-existent:** The ID does not exist in the database.
2. **Expired:** You did not complete recertification and the ID Expiration Date is past
3. **Wrong Partner:** The Installer ID exists in the database as certified, but it is not associated with the partner that issued the installation order.



Customer confirmation: New Connect

Validate the customer location information displayed below with the customer. Enter your sales channel installer ID in the "installer ID" field.

If this is not a New Connect, click the "Cancel" button and either start provisioning again with the correct customer code or, if necessary, call the appropriate installation support team.

Customer name	Test Viasat
Customer address	349 INVERNESS DRIVE SOUTH
Customer zip	80112-5882
Base service	Unlimited Gold 50
Service provider	WildBlue
Modem equipment type	AB WiFi Modem
Add-on services	Wi-Fi
Installer ID	<input type="text"/>

Cancel

Continue Install

After the customer information and Installer ID are verified, the system will ask to verify the customer's contact email account. If it is not correct select **No** and update it.

Otherwise, click **Yes**.

Email confirmation & update

Is the contact email correct?

Contact email

jason@viasat.com

No

Yes

The **Quality of Install** (QOI) page displays. This Quality of Install test can take up to one minute.

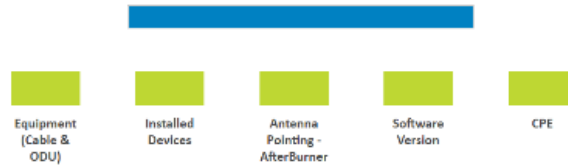
If any red values appear, repair the installation until all values appear green.

Click **Run QOI** to have the system recheck the Quality of Install. Do not restart provisioning.

Click **Continue** to continue the Provisioning Process.

Quality of Install

QOI Check Complete - Pass



Congratulations! The installation provides the correct service values.

Thank you!

Continue

The **New customer account setup** screen appears.

Click **Customer** to continue.

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.

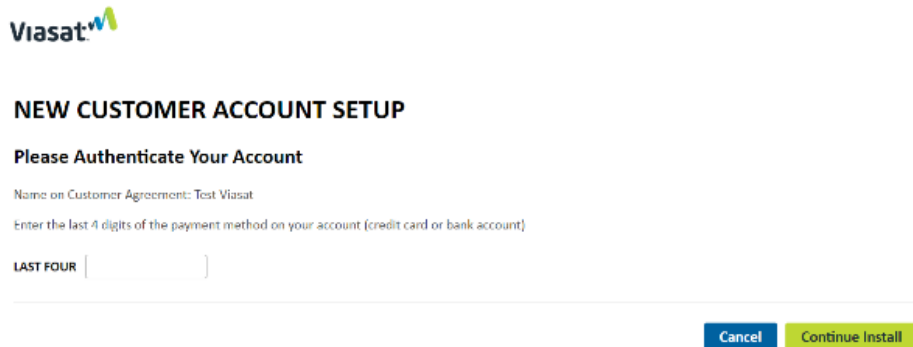
Customer

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

Have the customer confirm the last four digits of the payment method.

This will be the same payment method that they signed up for service with and cannot be changed until after the service is set up.

When the digits have been confirmed, click **Continue Install**.



Viasat

NEW CUSTOMER ACCOUNT SETUP

Please Authenticate Your Account

Name on Customer Agreement: Test Viasat

Enter the last 4 digits of the payment method on your account (credit card or bank account)

LAST FOUR [_____]

[Cancel](#) [Continue Install](#)

The **Customer Agreement** appears. Allow the customer to review the agreement. If the customer has any questions about the agreement, they will need to call Customer Care.

Once the customer has reviewed it, click **Get Started**.



Customer Agreement

Please complete and sign in 1 location. **Next**

E. Termination Fee. If you cancel the Internet Service (including 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 (1) you fail to return the modem and transceiver within 30 days after termination of this Agreement, or (2) 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 upgrading 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, Small Retail User License Agreement, and your Internet Service plan details as posted on the applicable Viasat website (www.viasat.com) or www.viasat.com/tdb/tdb. 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 (Required)

Customer Signature: <input type="text" value="jvoisin@viasat.com"/>	and Signer's Signature: _____
Date: _____	Date: _____
Print Customer Name: Test Viasat	Print Signer's Name: _____
Street Address: 349 HWY 101 UNIT 1111 H ENGLEWOOD, CO 80112-5882	Relationship to Customer: _____

Authorized Signer (signature of Customer is not present at installation)

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

At the top of the page, the customer clicks the **Finish & Submit Electronically** button. This button creates the e-signature within the document.



Customer Agreement

I am applying an e-signature in my name to this document and have read the [Customer Disclosure](#). **Finish & Submit Electronically**

E. Termination Fee. If you cancel the Internet Service (including 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 (1) you fail to return the modem and transceiver within 30 days after termination of this Agreement, or (2) 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 upgrading 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, Small Retail User License Agreement, and your Internet Service plan details as posted on the applicable Viasat website (www.viasat.com) or www.viasat.com/tdb/tdb. 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: <input type="text" value="John Smith"/>	and Signer's Signature: _____
Date: _____	Date: _____
Print Customer Name: Test Viasat	Print Signer's Name: _____
Street Address: 349 HWY 101 UNIT 1111 H ENGLEWOOD, CO 80112-5882	Relationship to Customer: _____

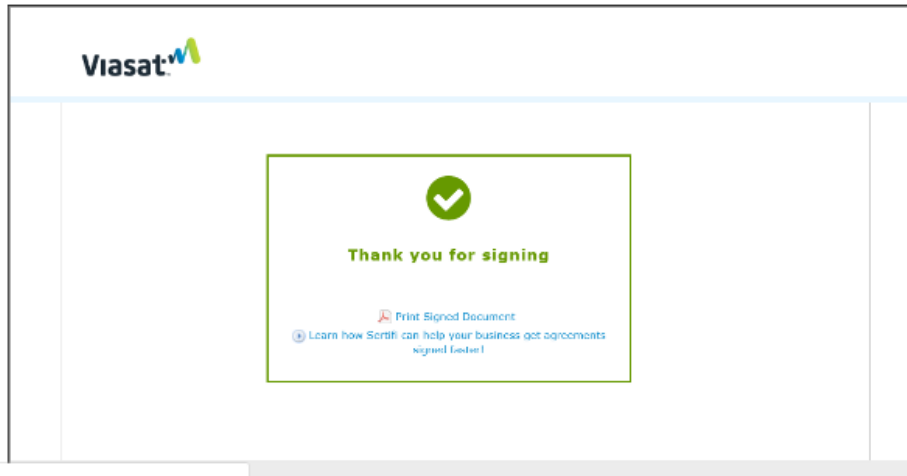
Authorized Signer (signature of Customer is not present at installation)

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

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. Once the document is saved for the customer, click **Continue**.



Customer Agreement



Allow up to 10 minutes for the modem to activate.

Activating modem

Please wait while modem reboots. This may take several minutes...



Verify the modem is online- the light should be blue. Then click **Continue**.

Activating modem

Verify the modem is online then click continue.

Continue

Copyright © 2019 Viasat, Inc.

The **Confirmation** page displays.

The modem and account are now activated, and the provisioning process is complete.

Confirmation

Viasat Internet Activation status

Success!

Your Viasat Modem is now connected to the Internet.

Copyright © 2019 Viasat, Inc.

The final **Confirmation** page displays.

Follow the on-screen steps to reboot the modem. When that is complete, open the browser and complete **Customer Internet Test** to validate that the computer can access and surf the internet.

Confirmation

Viasat Internet Activation status

Success!

Your Viasat Modem is now connected to the Internet.