

Residential Provisioning Portal Job Aid

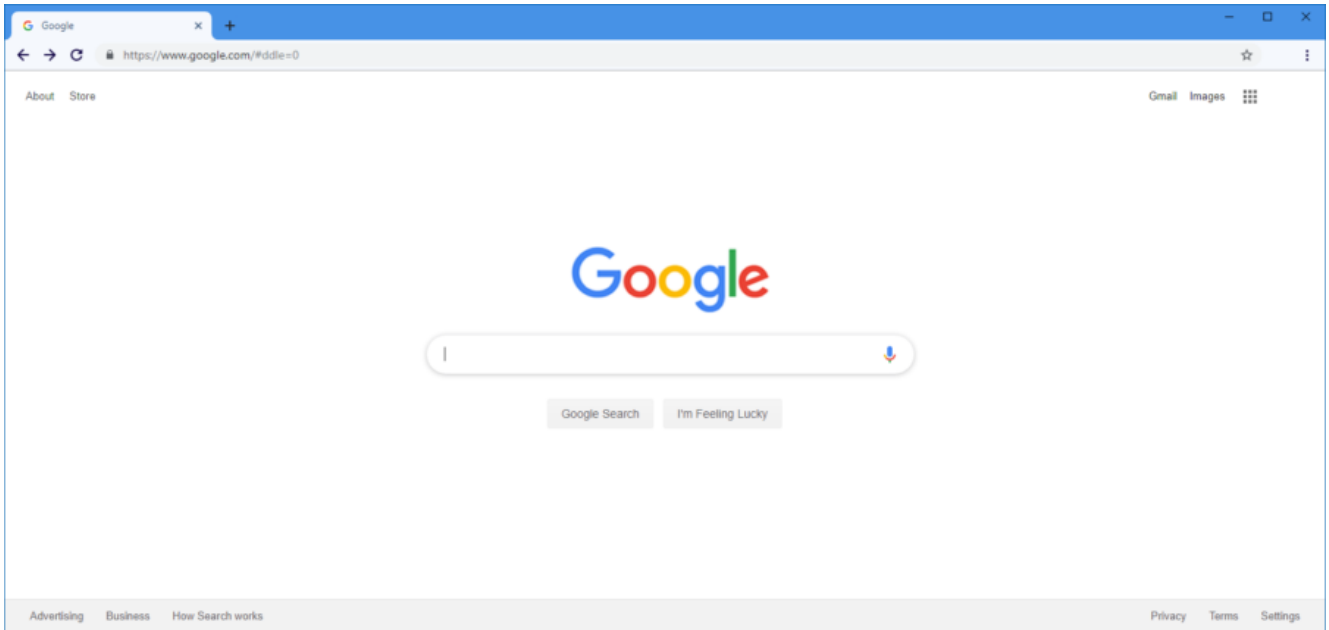
This Job Aid supports all Viasat Technicians.

Introduction

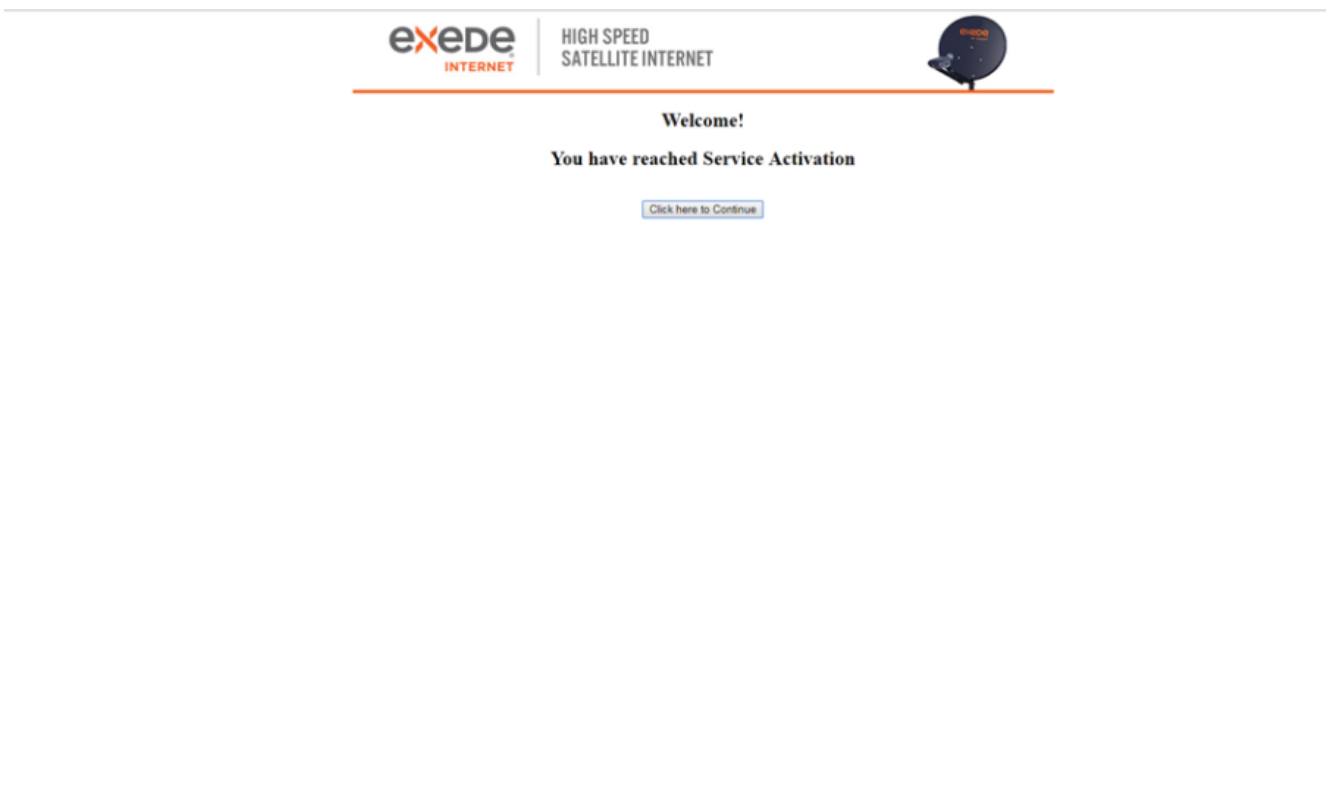
This Job Aid provides steps for the Technician to follow for the Account Setup and Customer Agreement process for activating US **residential** service.

Accessing the portal

After pointing and peaking is completed and the software has been downloaded, the modem will reboot. Once the modem is online, open a web browser and navigate to any website.

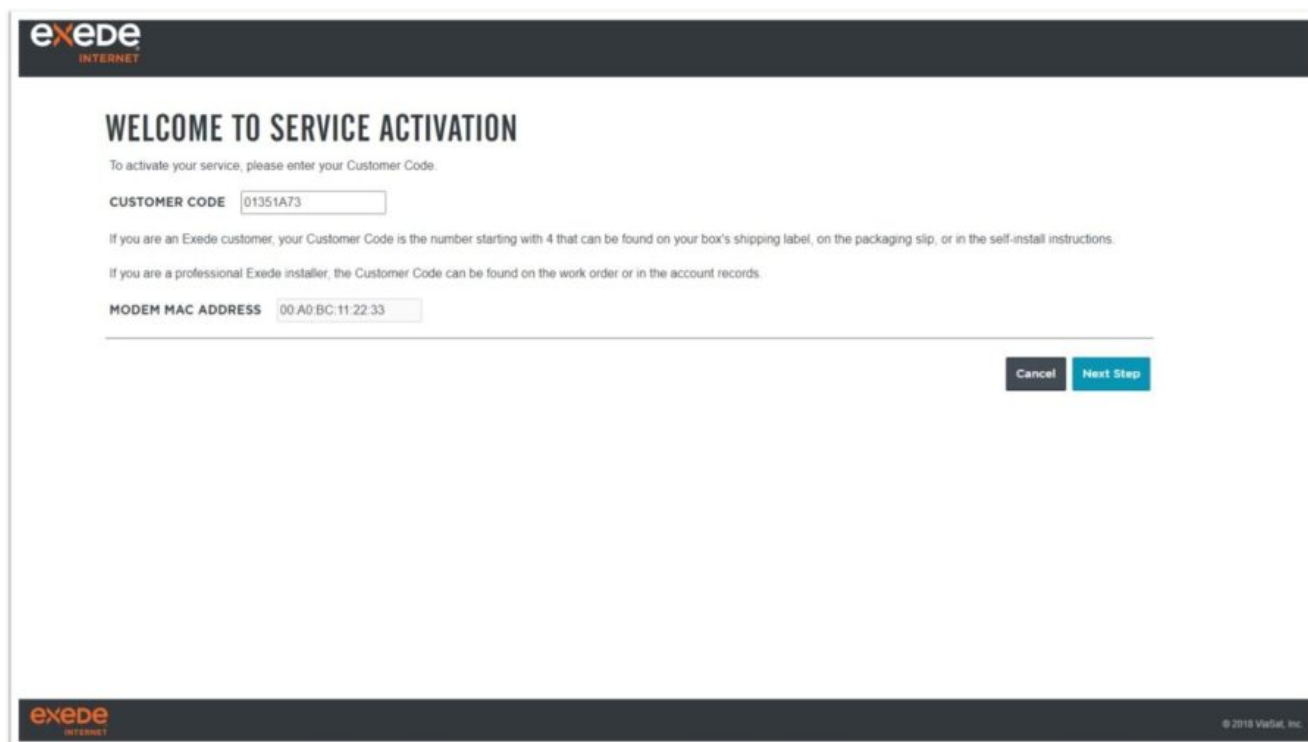


The activation portal will open. Click **Click Here to Continue**.



Note: This portal is for US residential installs only. For commercial activations, follow current procedures.

The activation portal will open. Enter in the **Customer Code** from the work order and click **Next Step**.



exede
INTERNET

WELCOME TO SERVICE ACTIVATION

To activate your service, please enter your Customer Code.

CUSTOMER CODE

If you are an Exede customer, your Customer Code is the number starting with 4 that can be found on your box's shipping label, on the packaging slip, or in the self-install instructions.

If you are a professional Exede installer, the Customer Code can be found on the work order or in the account records.

MODEM MAC ADDRESS

[Cancel](#) [Next Step](#)

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Using the portal

Once the new Installer Portal loads the initial welcome screen will display, this is the starting point of the service activation process.

Welcome to Service Activation

Please select installation type:

Residential - Satellite Internet

Please select country:

United States

CONTINUE

To begin, you can choose the portal language:

English

Español (México)

Português (Brasil)

Español (Guatemala)

Welcome to Service Activation

Please select installation type:

Residential - Upgrade

Please select country:

United States

CONTINUE

Select **Satellite internet** from the Installation Type drop down menu:

Welcome to Service Activation

Please select installation type:

Residential

Satellite internet

VoIP

Upgrade

Equipment Swap

Viasat Community Internet

Latin America

Africa

Equipment Swap

Click **Continue**.

Welcome to Service Activation

Please select installation type:

Residential - Satellite Internet

Please select country:

United States

CONTINUE

In the Service Activation Code field enter the **Service Activation Code** associated with the installation being carried out. You can find this under Site Information on your FSM work order.

In the Installer ID field, enter your **installer ID**.

The Modem MAC Address field will be automatically filled for Residential installations, if it is not, enter it here.

Click **Continue**.

Welcome to Service Activation

If you are a Viasat customer, your "Service Activation Code" can be found on your box's shipping label, on the packaging slip, or in the self-install instructions. If you are a professional Viasat installer, the "Service Activation Code" can be found on the work order or in the account records.

To activate your service, please enter your "Service Activation Code".

Service Activation Code	556677AA
Installer ID	
Modem MAC Address	11:22:33:44:55:66

The customer details screen appears next.

Confirm with the customer that this information is correct.

Click the **confirmation checkbox**, and then click **Continue**.

Customer Details

If the Customer details below are incorrect please contact Installer Relations.

Please validate and confirm the customer details and location below.

Name	John Byrne
Address	349 Inverness Drive South
ZIP / Postal Code	51021
Latitude	39.558959
Longitude	-104.860925
Modem Equipment Type	AB_SPK_WIFI_IDU

I confirm the customer details are correct

CANCEL

CONTINUE

Next, confirm the customer contact details. If this is a US residential install, ignore the WhatsApp field and click **Continue**.

Customer Contact Details

Please validate the Customer Contact details below, if incorrect contact
Installer Relations.

Email

john@john.com

Primary phone number

+17204937000

WhatsApp number

CANCEL

CONTINUE

Enter in the last 4 digits of the customer's payment method on
file and click **Continue**.

Payment Method Validation

In order to proceed, you need to request the last four digits of the credit card number the customer have chosen to use for this purpose and input it below.

If they don't match, please retry with a different card or contact Customer Care

To continue, please enter the last 4 digits of the credit on file

Last 4 digits

1111

CANCEL CONTINUE

The validation screen displays, click **Continue**.

Payment Method Validation

In order to proceed, you need to request the last four digits of the credit card number the customer have chosen to use for this purpose and input it below.

If they don't match, please retry with a different card or contact Customer Care




The payment method has been successfully validated

CONTINUE

The quality of installation check will run, click **continue** when it is complete. If you receive a red value, you may need to troubleshoot the failure.

Quality of Installation

Quality of Installation complete



A horizontal progress bar with three green circular icons connected by a green line. The first icon is a gear, the second is a radio tower, and the third is a target symbol.

SOFTWARE VERSION ODU EQUIPMENT CABLE & ANTENNA ANTENNA POINTING

Congratulations, the Quality of Installation is complete.
Verify the Modem is online then click Continue.

CANCEL CONTINUE

The Customer Agreement appears next. Click open ECA.

Electronic Customer Agreement

To complete the installation, the customer needs to sign the ECA.



Click the button below to open the Customer Agreement.

OPEN ECA

FINISH

After reviewing the agreement, have the customer type in their name in the field indicated. This must be done before the install is completed.



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 (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 www.viasat.com/wholesale. In addition, if you are leasing your Equipment, 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 Viasat 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 Viasat Addendum, the Premier Tech Support Addendum and/or the Recovery Act Addendum, DO NOT SIGN THIS AGREEMENT.

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

At the top of the page, when the customer has filled in the required signature areas as indicated, have the customer click the **Finish & Submit Electronically** button.

Customer Agreement

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

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 [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	AUTHORIZED SIGNER INFORMATION <small>(if Customer is not present at installation)</small>
Customer Signature: John Smith	Authorized Signer's Signature: _____
Date: jason@viasat.com	Date: _____
Print Customer Name: Test Viasat	Authorized Signer's Name: _____
Street Address: 349 INVERNESS DRIVE SOUTH ENGLEWOOD, CO 80112-5882	Relationship to Customer: _____

When the ECA is successfully signed and processed an option will display in the Sertifi window to print the signed document.

To complete the ECA submission process click the Close button in the top right section of the screen.

Once you finish signing, click Close

CLOSE



Thank you for signing

 Print Signed Document

[Learn how Sertifi can help your business get agreements signed faster!](#)

The confirmation screen will display, click **Activate**.

Electronic Customer Agreement



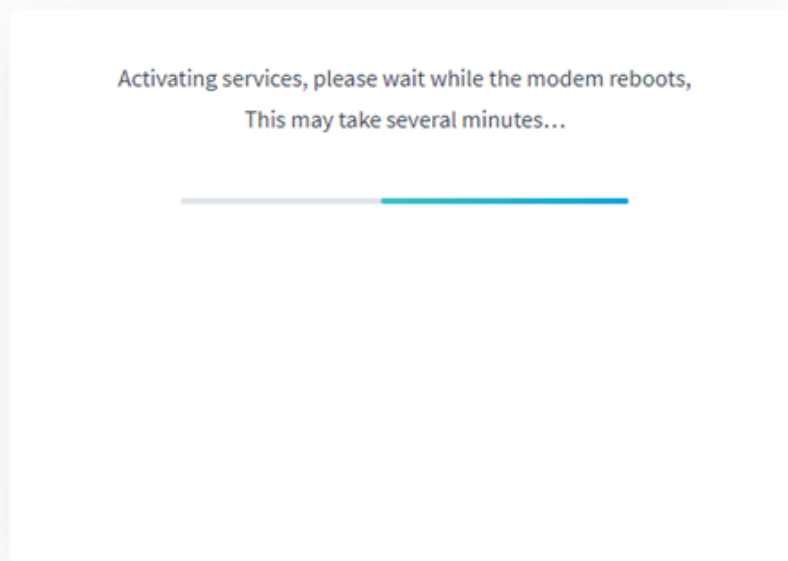
ECA Successfully signed

OPEN ECA

ACTIVATE

The Service Activation Process will begin, this could take several minutes to complete.

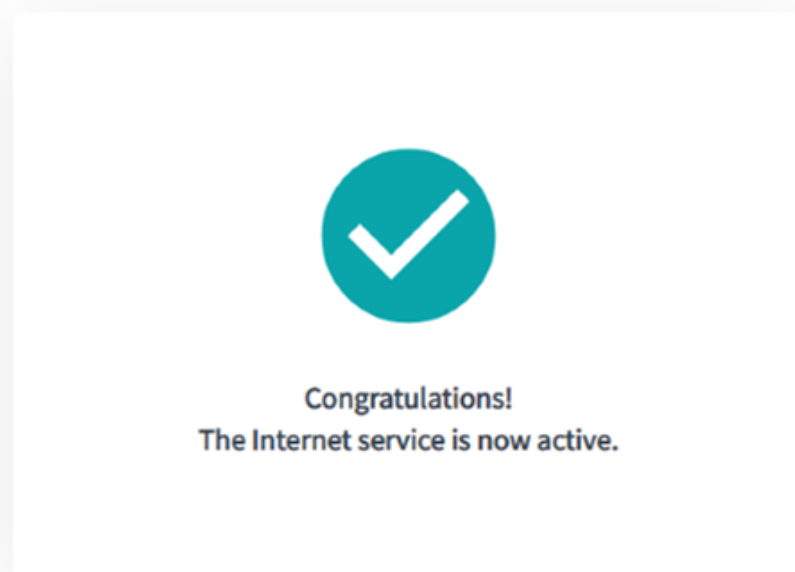
Service Activation



CANCEL

Verify the modem is online- the light should be solid blue. Viasat service is now activated. Click **Let's Surf** to confirm.

Service Activation Status



LET'S SURF

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

