# Quality Installation Standards (QIS)

Quality Installation Standards for residential technicians.

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# Field Update: Easy Care and Customer Verification Code


## New Self-Paced Training Available: EasyCare and Customer Verification Code

Audience:


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Viasat is excited to announce the availability of a new **15-minute** self-paced training module in Viasat Discover. This training is designed to help you stay up to date with the latest products and processes, ensuring you can provide the best service to our customers.

**New V360 Plans:**

- **Easy Care +**: Includes Dedicated Home Tech Support – expert technical support for an unlimited number of eligible devices – and assistance available from 7am to 11pm Eastern Time, 7 days a week. **Available April 15, 2025**

- **Easy Care Premium**: An advanced version of Easy Care +, offering additional benefits that includes protection for eligible devices, with no registration or receipts required, and Accidental Damage from Handling on select portable devices. **Availability TBD**

- Check out the training for full details of each product’s benefits and features.

**New V360 Process:**
In addition to the new products, we have introduced a new process for adding VS360 products to a customer's account through the Viasat TechTools app. Previously, a Customer Signature was required. Now, the process has been updated to include a **Customer Verification Code. Available April 15, 2025**

**To access the new self-paced training, please follow these steps:**

1. Log in to Viasat Discover at https://bbs.viasatdiscover.com/.

2. Search for the module titled "EasyCare Plans and VS360 Customer Verification Code for Technicians"

We encourage you to complete this training and familiarize yourself with the new plans and the updated process before the **EasyCare launch on April 15, 2025**.

Thank you for your continued dedication and hard work.

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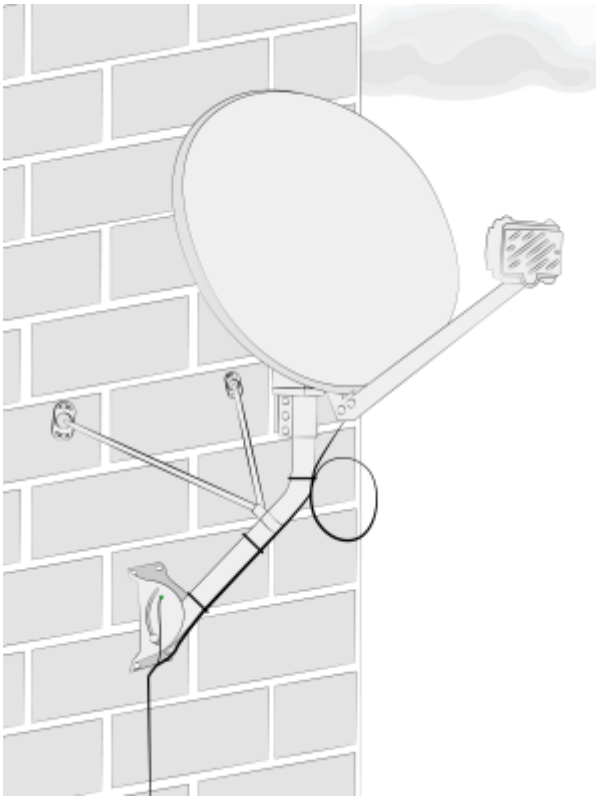
# Brick, Block, or Poured

# Concrete Wall Mount Job Aid

Approved surfaces for a wall mount are walls made of brick, cinder block, hollow block, or poured concrete.*

*Other approved surfaces covered in separate job aids.



*Structural Elements*

The approved structural elements for a wall mount are brick or poured concrete.

*Important considerations*

**DANGER!** Locate power lines before you start the installation. These include overhead and underground power lines, electric lights, and power circuits.

- Use double expansion wall anchors (lag shields)
- Never place anchors:
    - In the mortar between blocks/bricks
    - In poured concrete seams
- To allow for mounting the monopoles, the center footplate mount anchors must be installed at least 30 inches from the edge of a:
    - Door
    - Window
    - Building corner
    - Wall
- Position the mount so that:
- The building eave or overhang will not block or partially shadow the line of site
- The bottom of the reflector is at least 4′ above any walking surface

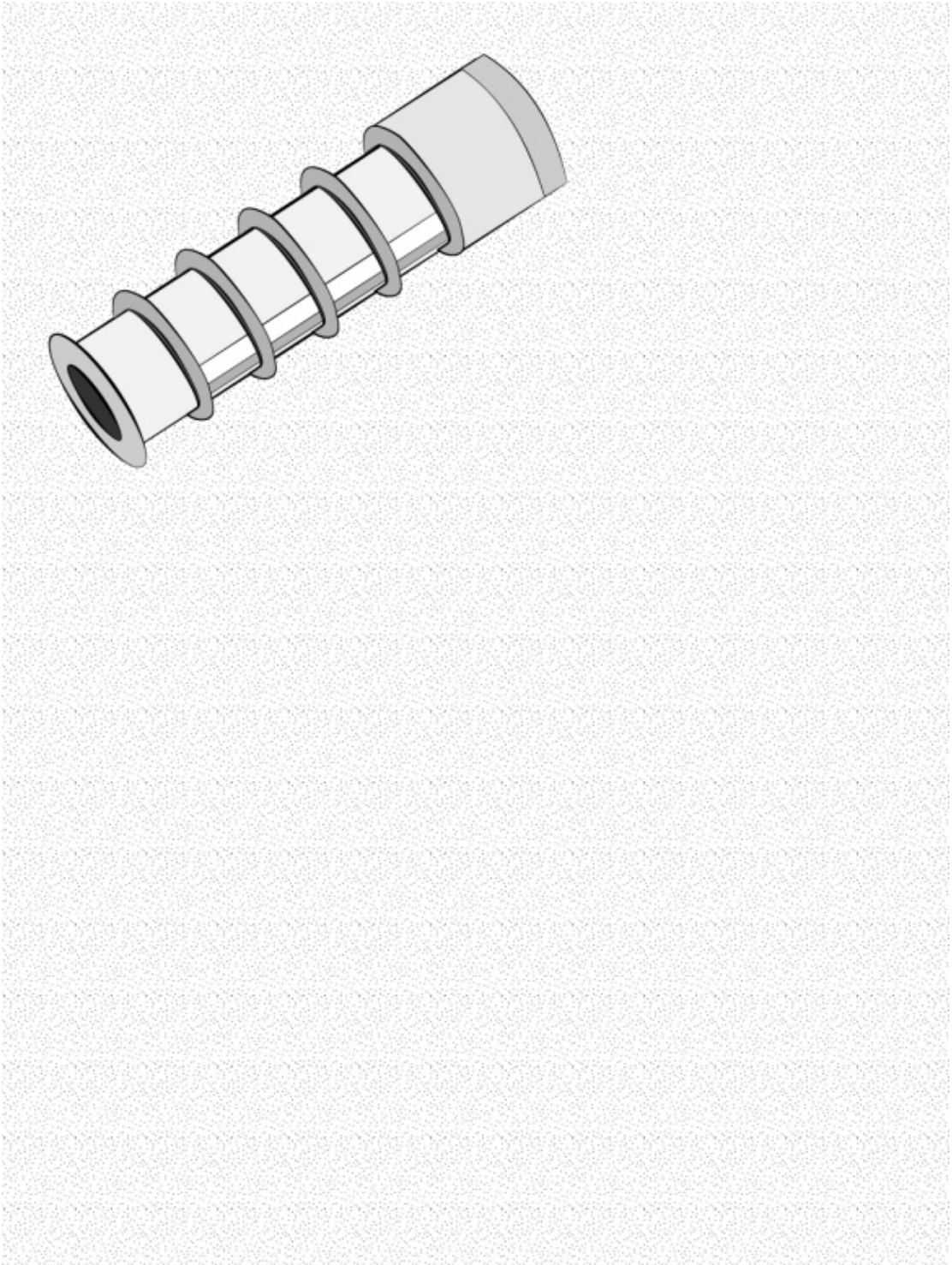
*Other Considerations*

- The ground block must be within 20 feet of the NEC approved ground
- The total cable run from the modem to the TRIA must be less than 150 feet
- All antennas must be located at least 20 feet from any overhead power lines and 3 feet from any standard power circuit or electric light

# Mounting Materials for Footplate and Monopoles

The Technician must provide the following materials:

- 8 – 5/16 x 1 3/4 **Metal** lag shields
- Silicone sealant



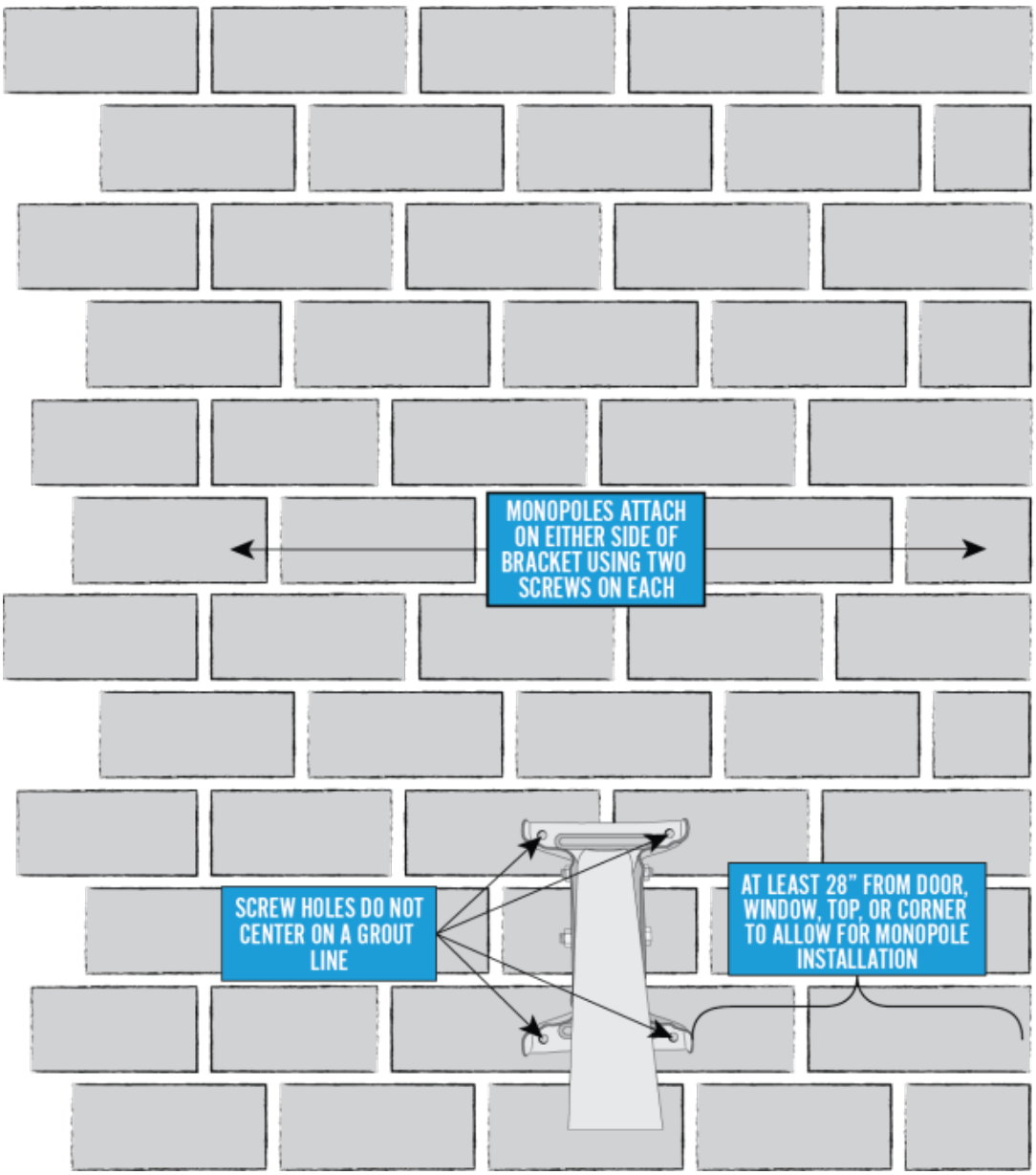
## Attaching the Footplate

To begin installing a wall mount on a brick or poured concrete wall, locate a brick that is at least 30 inches from:

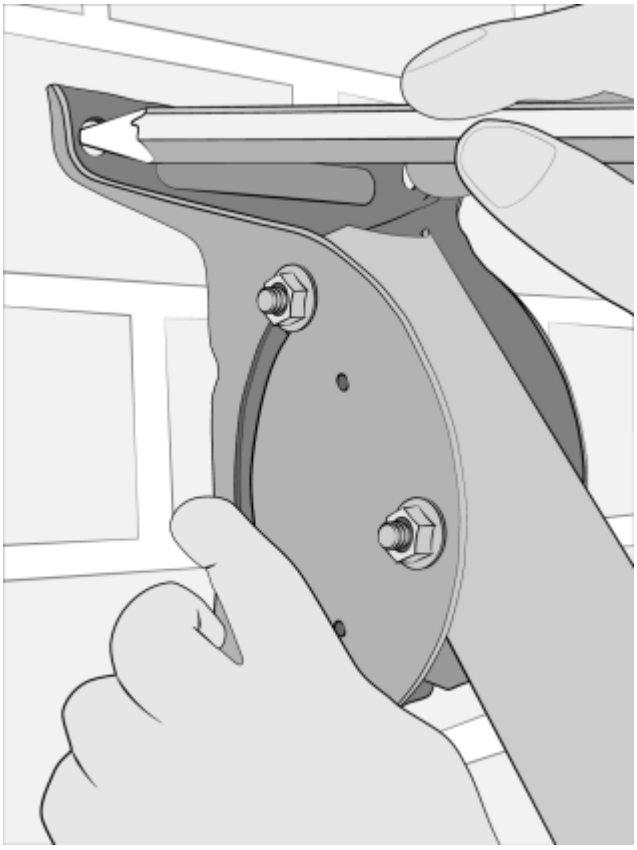
- The edge of a door
- The edge of a window
- The building corner
- The top of the wall

Center the footplate so that the screw holes are not in the mount.

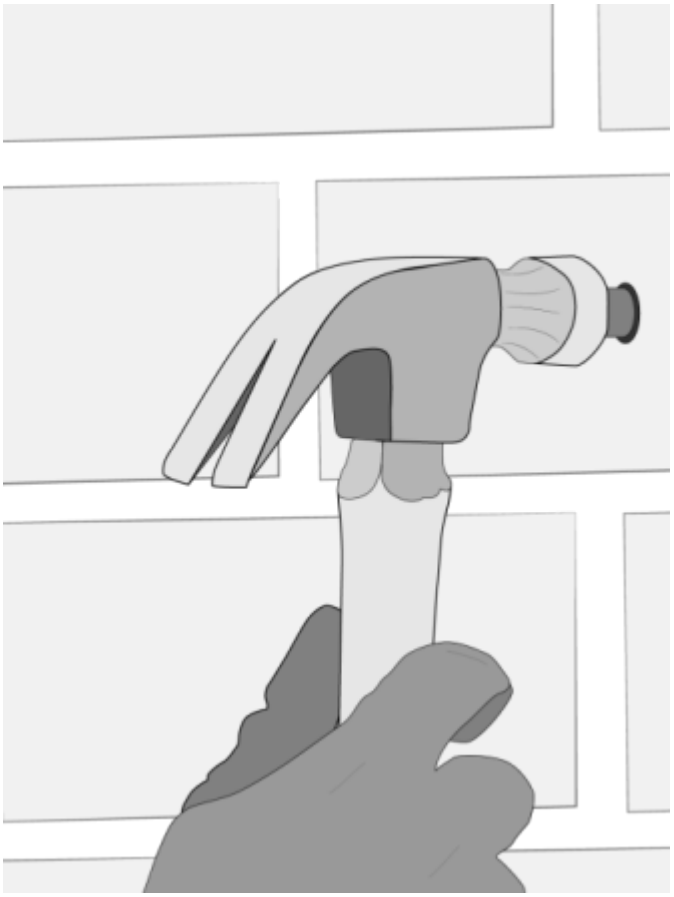
Mark the top-left outside corner hole for the first ½ inch pre-drilled hole.



Hold the footplate in the center of the brick and mark the top-left outside corner hole. Remove the footplate and use a concrete drill bit to drill a ½ inch hole on the mark.

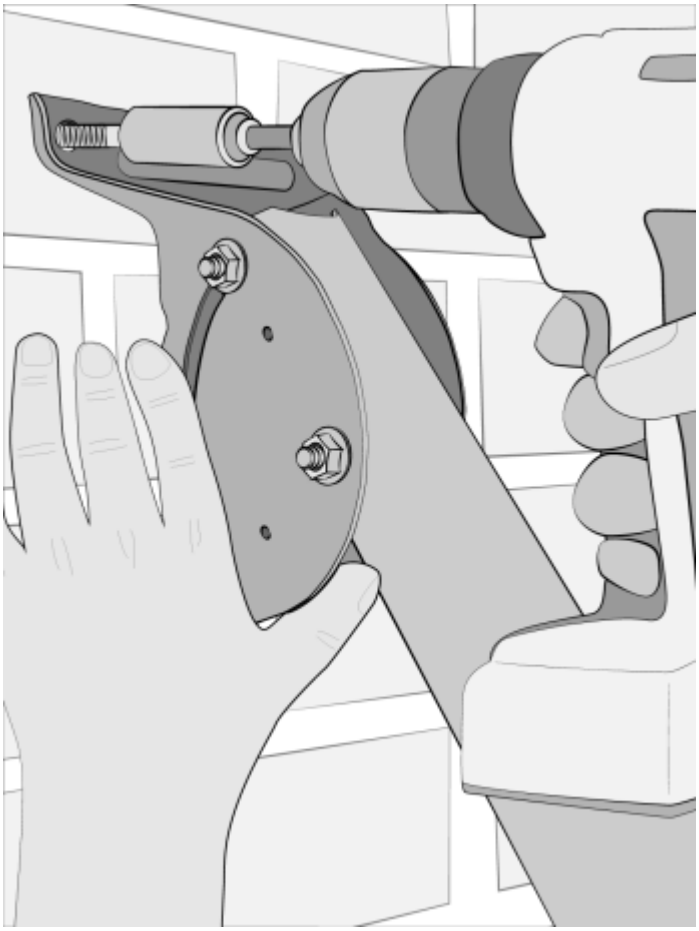


After pre-drilling, hammer the double expansion anchor into the hole, ribbed end in first, until it is flush with the surface of the base material.

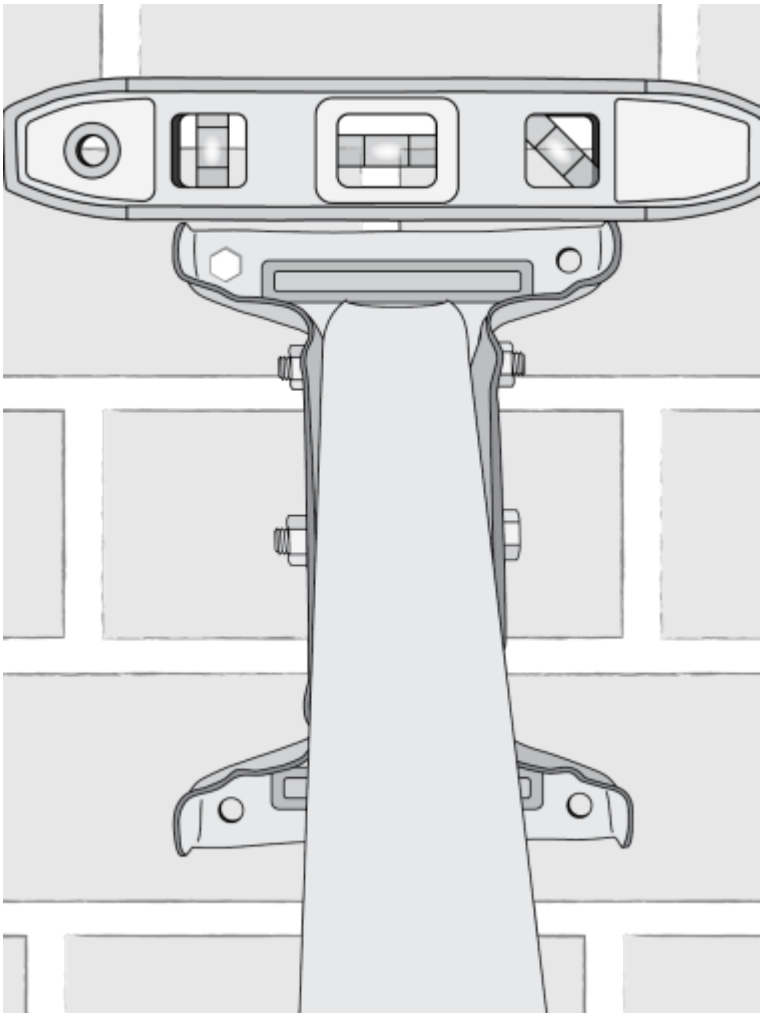


Place the footplate on the wall, aligning the top-left outside hole with the hole in the wall. Add a silicone-based sealant, and then secure with a 5/16 x 2 inch flanged lag screw

Leave this top-left outside screw loose enough to level the footplate.

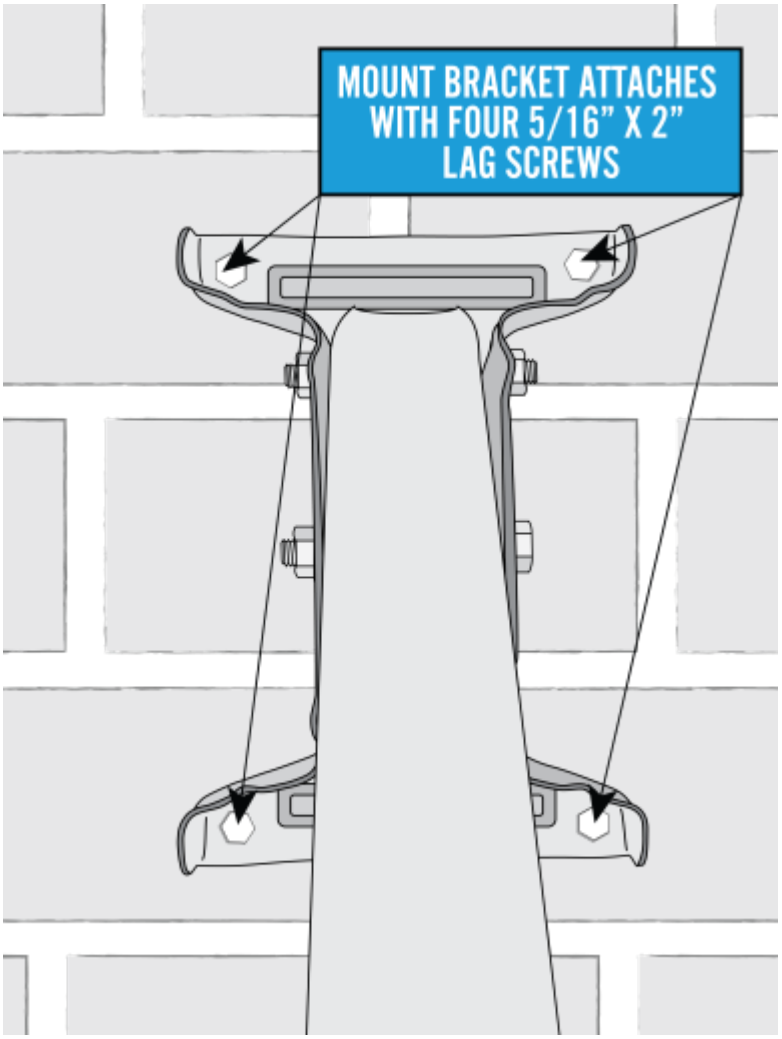


Hold the level along the side flange or the top of the footplate, and slide the footplate side to side until the horizontal bubble is centered. When the footplate is level, mark the wall in the remaining three outside holes of the footplate. The center holes are not used because they will likely align over the mortar. Pre-drill the outside holes of the footplate as before.



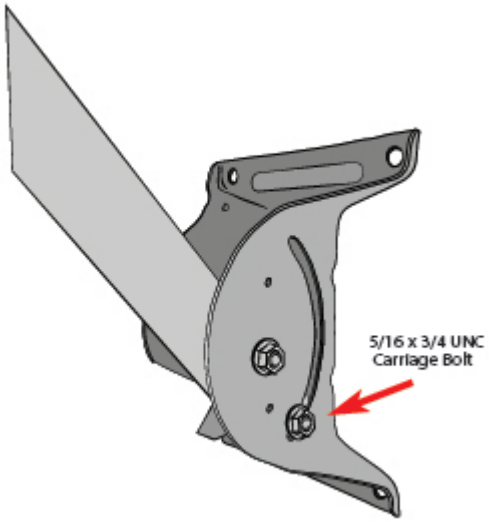
Use a hammer to insert one expansion anchor into each hole. To secure the other three corners, use 5/16 x 2 inch flanged lag screws

Confirm that the footplate is level, and finish tightening all lag screws, which firmly secures the footplate to the wall.

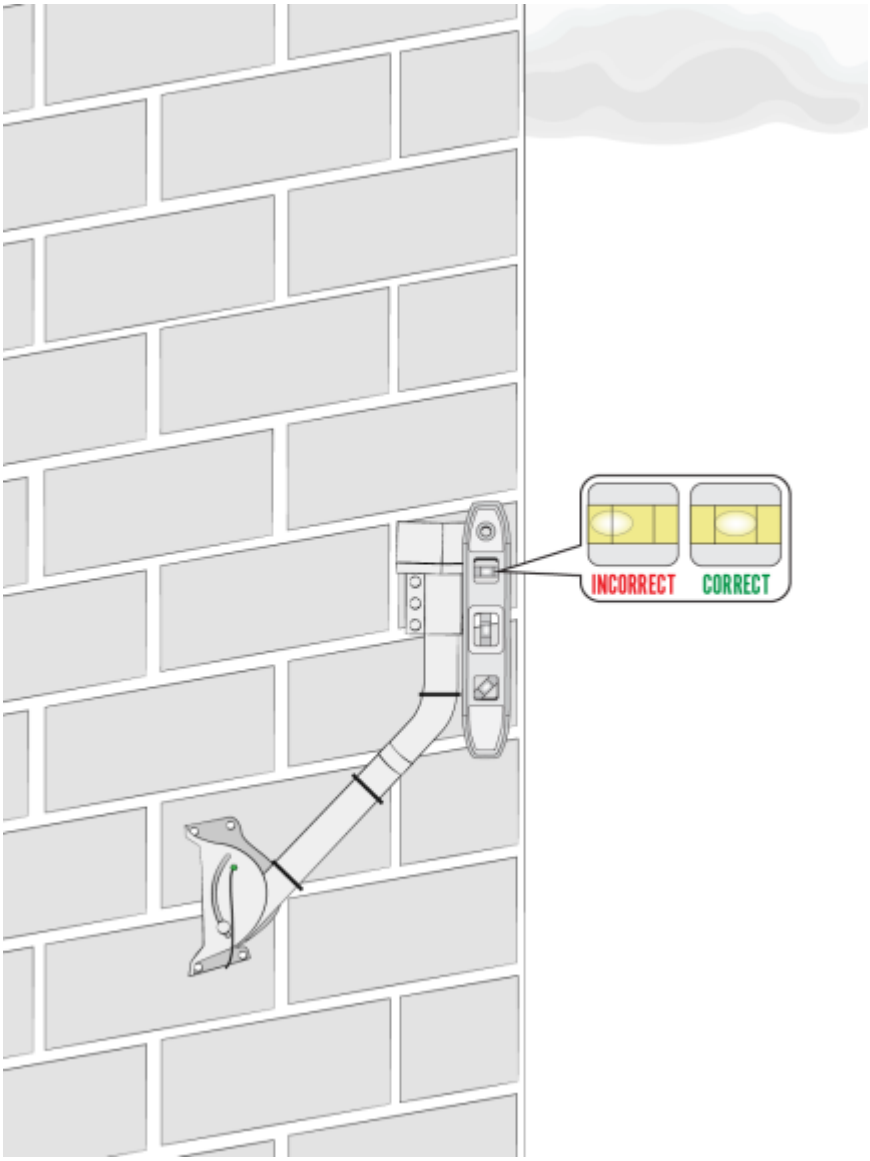



# Adjusting the Mast Tube

Loosen the 5/16 X ¾ inch carriage bolt that is in the footplate's arched slots and the mast tube




Swing the mast tube up and use a level to level the mast tube. Tighten the footplate carriage bolts to ensure the mast is plumb. Complete final mast tube leveling after installing the monopoles.



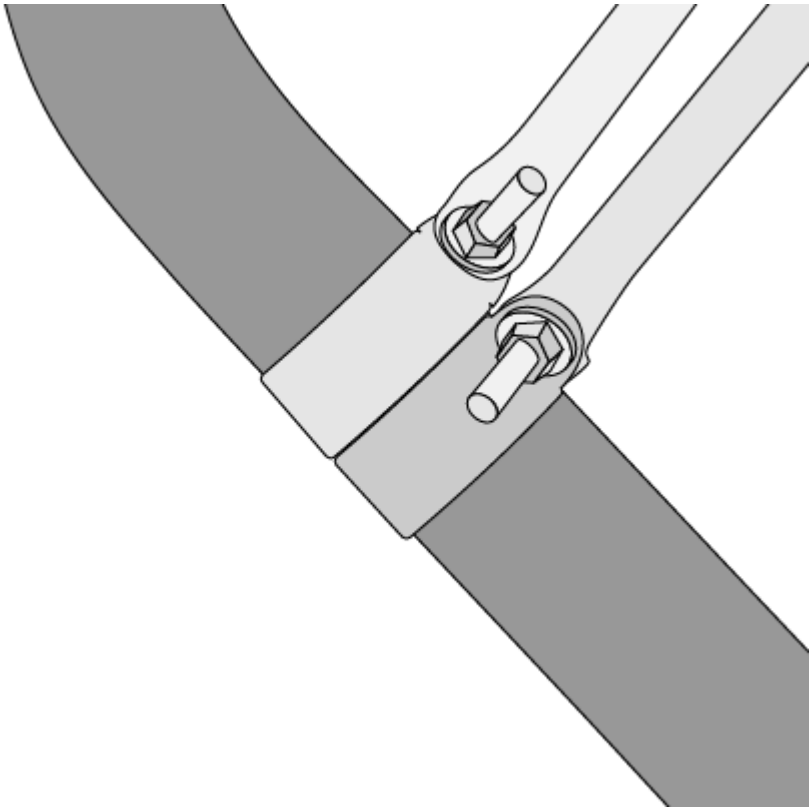

## Adding the Monopoles

The installation kit provides the adjustable monopoles that are required on wall and sloped roof mounts. These are the only Viasat-approved monopoles; do not use others.

Loosen all of the 5/16 inch joint hardware.

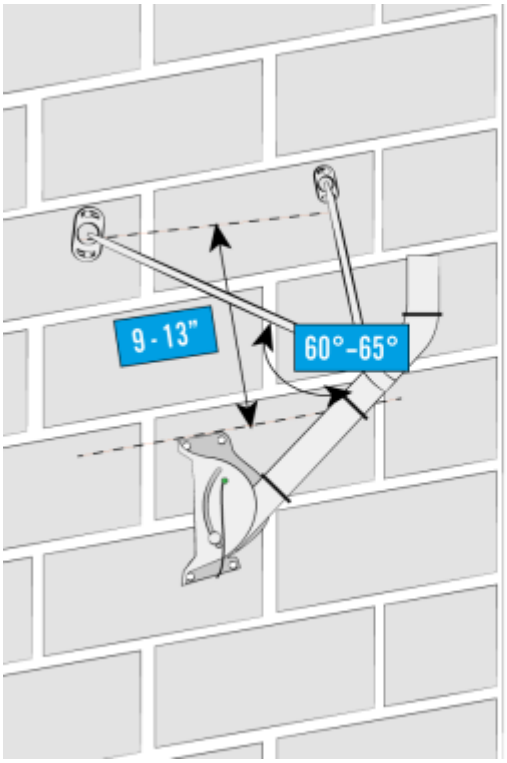
**Caution!** Edges may be sharp; gloves are recommended.

Slide each collar over the top of the mast tube, and down below the bend. Make sure the top collar/sleeve is 2 inches below the bend. Point the collar flanges towards the mount surface.



Position the monopoles 9 to 13 inches from the top edge of the footplate, which should put the monopoles at an angle of 60° to 65° from the tube as shown.

Lag shields must not be placed in mortar joints!




Using the same technique and process as the footplate, attach the foot of each adjustable monopole to the wall using 2, 5/16 X 3 inch lag screws per foot.

Install the monopoles on opposite sides of the mast tube.

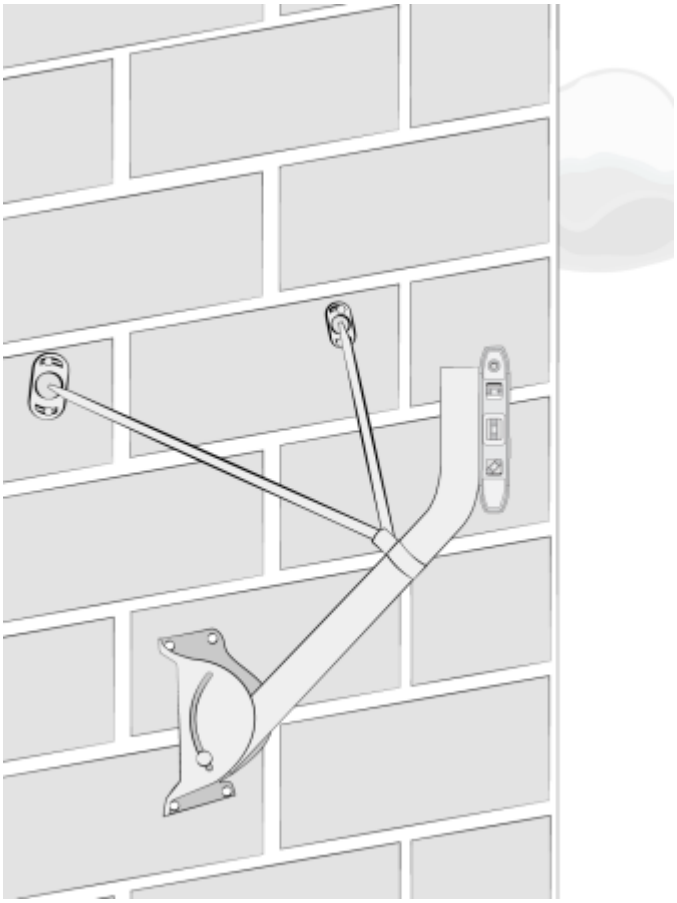
Remember to add silicone sealant to the holes before adding the lag screws.

Tighten all the 5/16 inch hardware joints.

Once the mast tube is level, you are ready to attach the antenna.

Complete final mast tube leveling after installing monopoles and tighten all mount nuts and screws.

Once the mast tube is level, perform a quick tug test on the mount to verify that it is stable. Then you are ready to attach the antenna.



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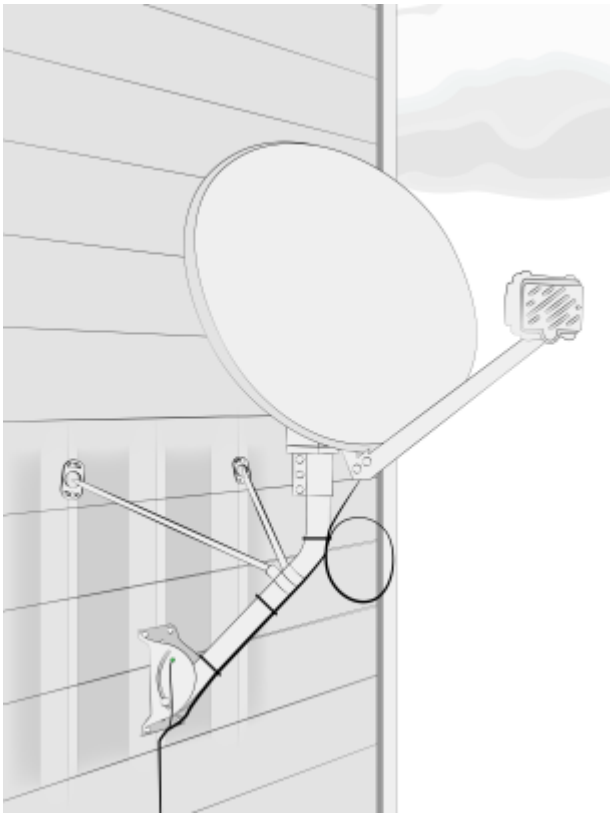
# Panel/Lap Siding Wall Mount Job Aid



*Surfaces*

Approved surfaces for a wall mount are walls made of panel or lap siding.*

*Other approved surfaces covered in separate job aids.

*Structural Elements*

The approved structural elements for a wall mount in panel or lap siding are wall studs.

What must be secured in the structural elements?

- The 2 center 5/16 X 3 inch lag screws in the footplate, and
- The 2, 5/16 X 3 inch lag screws in the adjustable monopoles

*Important considerations*

DANGER!  Locate power lines before you start the installation. These include overhead and underground power lines, electric

lights, and power circuits.

- The center foot plate must be installed at a stud that allows for proper monopole orientation. Monopoles:
- Must be installed to studs
- Cannot be attached to window casements and/or door frames
- Position the mount so that:
- The building eave or overhang will not block or partially shadow the line of site
- The bottom of the reflector is at least 4′ above any walking surface

*Other Considerations*

- The ground block must be within 20 feet of the NEC approved ground
- The total cable run from the modem to the TRIA must be less than 150 feet
- All antennas must be located at least 20 feet from any overhead power lines and 3 feet from any standard power circuit or electric light

*Mounting Materials for Footplate and Monopoles*

The Technician must provide the following materials:

- Silicone sealant

# Attaching the Footplate

The footplate is the centerpiece of the mount, so correctly attaching it to the surface is critically important.

To begin installing a wall mount on a panel or lap siding wall, locate an area where the center foot plate will be installed in a stud that allows for proper monopole orientation. Monopoles:

- Must be installed to studs
- Cannot be attached to window casements and/or door frames

Locate the structural elements (studs) that will place the footplate in position to meet all of the appropriate considerations listed above.

**Note: Use a deep-scan stud finder to locate the stud/structural elements.**

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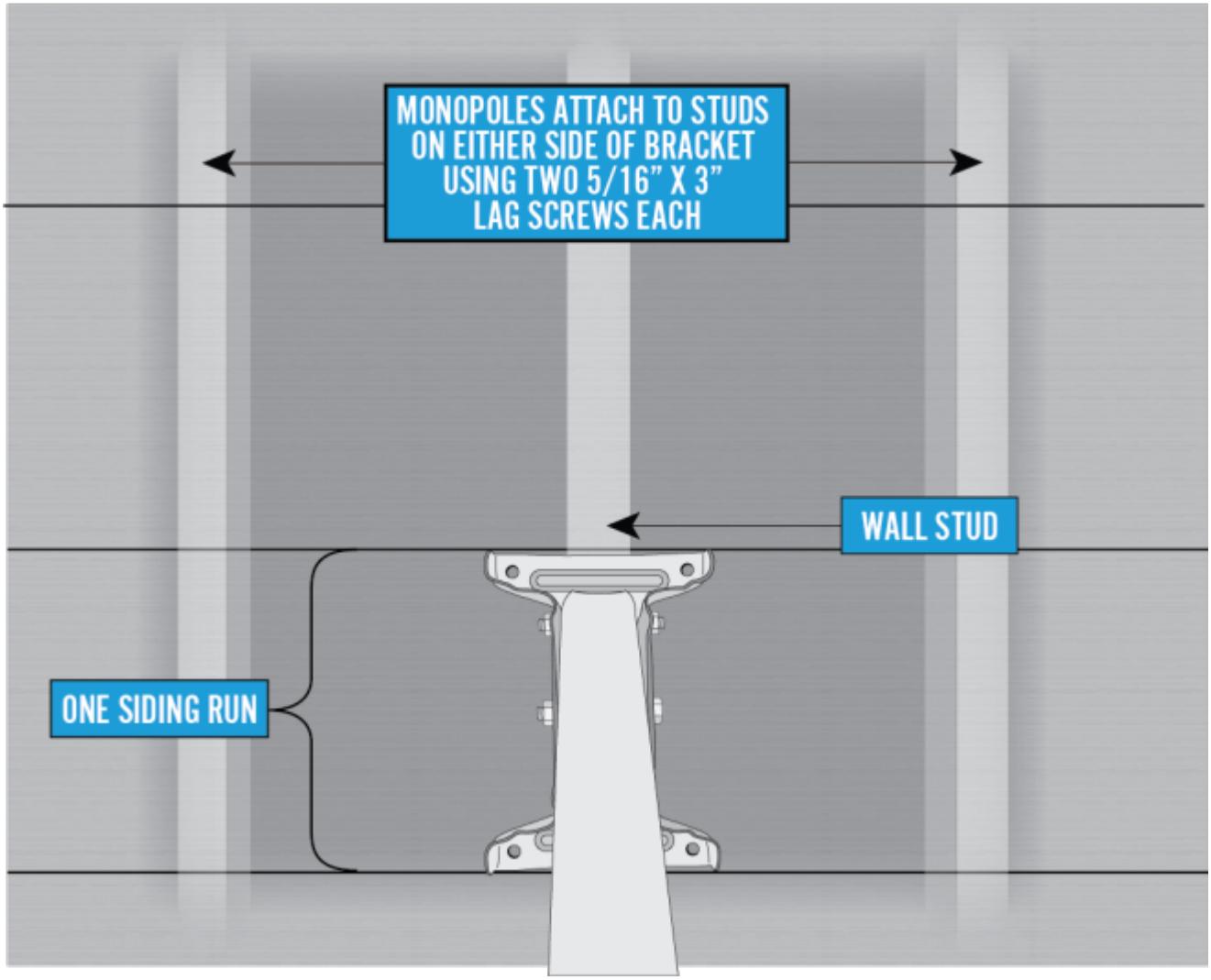
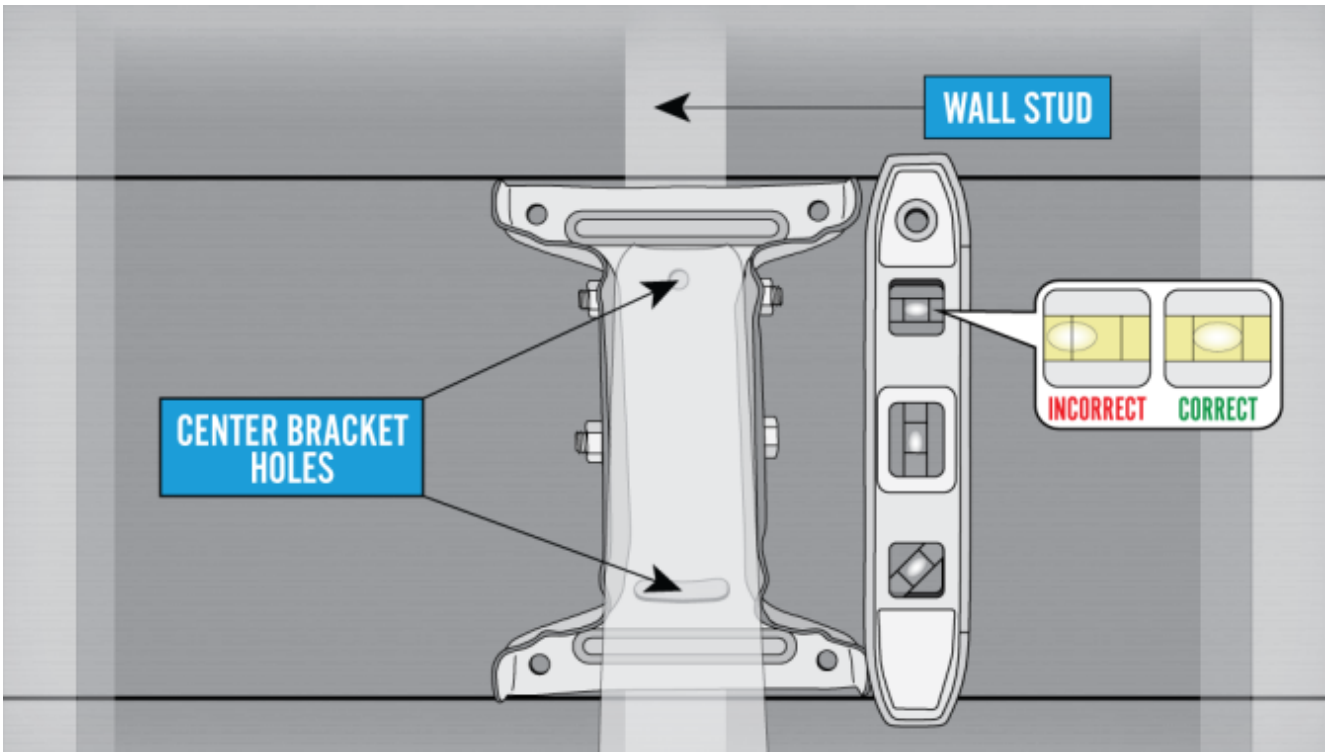



Hold the footplate in the center of the stud and mark the top-center hole. Remove the footplate and drill a 1/8 inch hole on the mark.

Using one 3 inch lag screw, secure the footplate to the wall through the top-center hole. Leave it loose enough to level it.

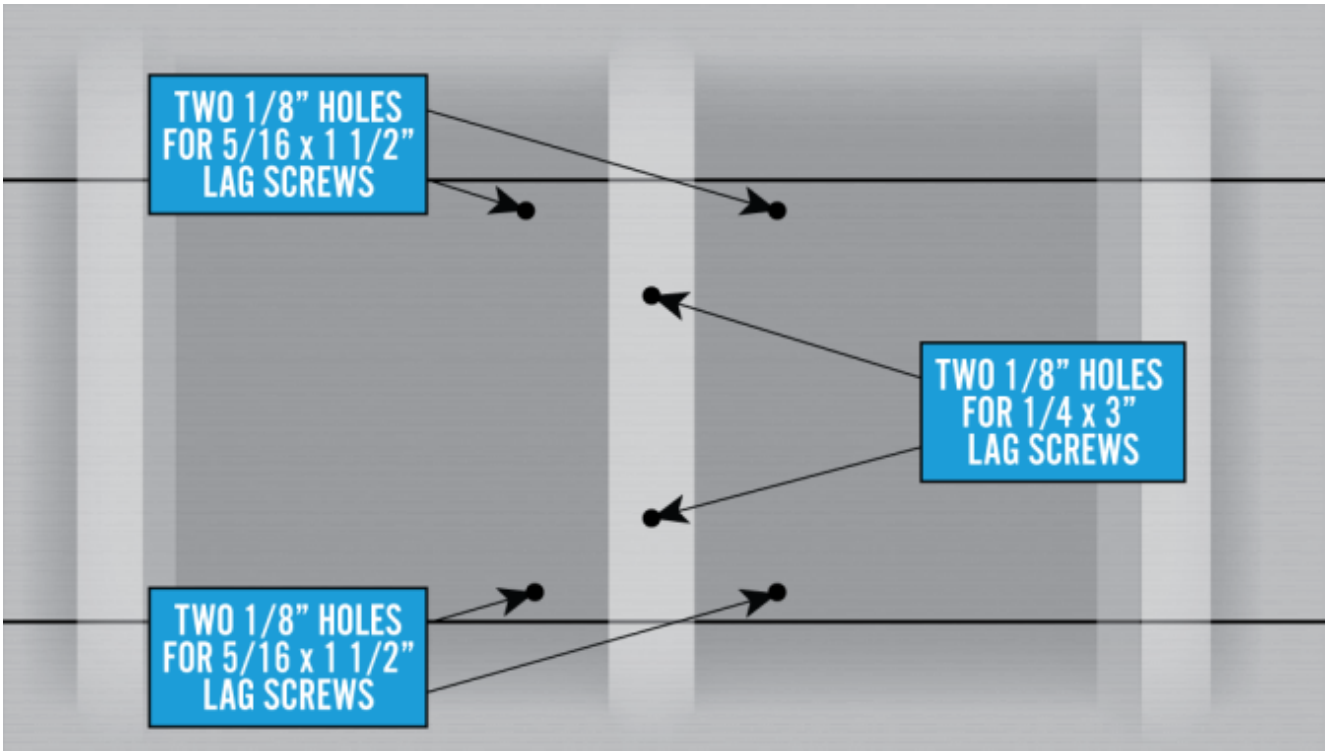
Use a level to verify that the center line of the footplate, defined by the footplate's center holes, is level. Use a pencil or marker to mark the bottom-center hole and the four outside corner holes of the footplate.

**Note:** Do not over tighten the lags. This could cause the holes to become stripped, resulting in the mount not being secure.




After removing the footplate, use these marks to drill the remaining five 1/8 inch holes; one in the center bottom and one in each outside corner.

Fill each hole with silicone sealant.

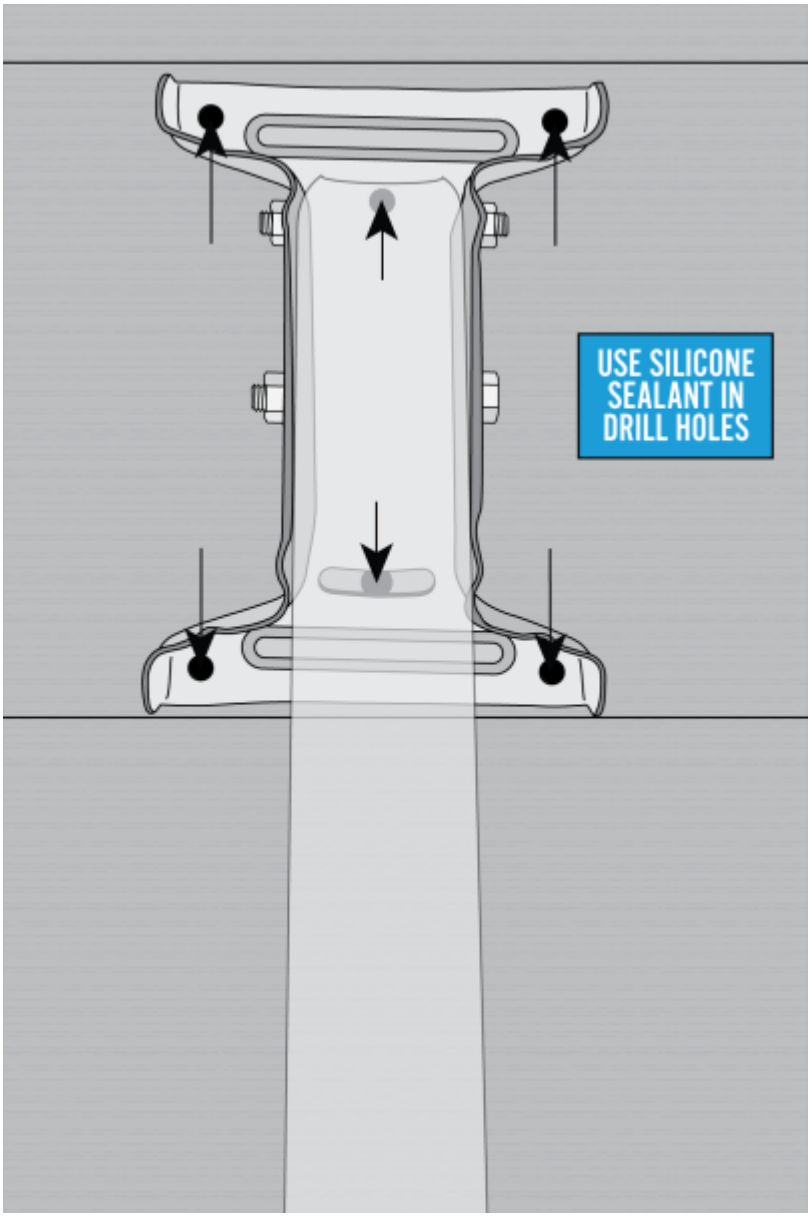



Reposition the footplate over the holes.

Install two 5/16 X 3 inch lag screws in the center holes.

Install a 5/16 X 2 inch lag screw in each of the outside corners.

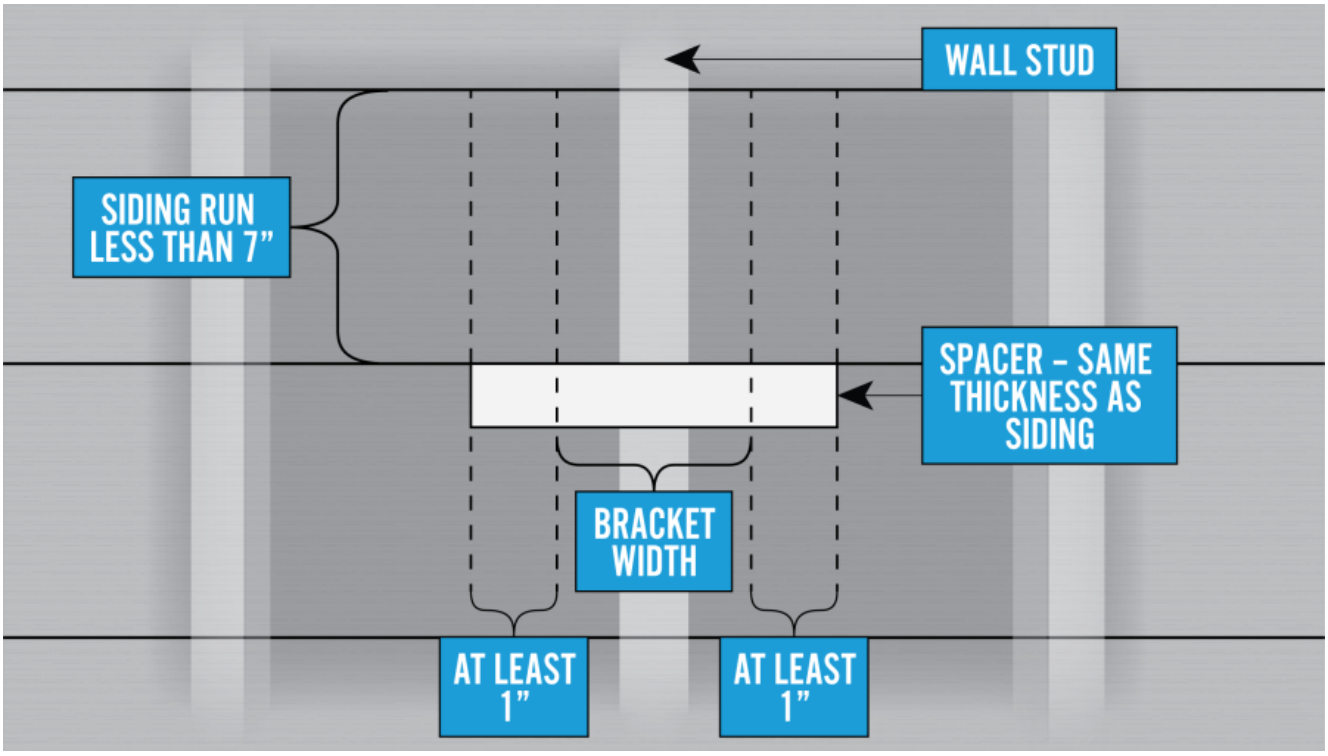
Verify that the footplate is level and securely tighten all the screws.




## Adjustment for Narrow Siding

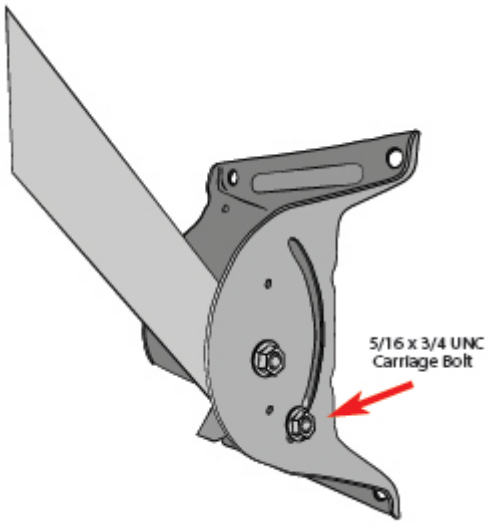
When lap siding is less than seven inches, the footplate will span more than one siding run. Support the overlapping portion of the footplate with a wood or plastic spacer that is the same thickness as the siding. The spacer should extend at least one inch on either side of the footplate. Center the spacer over the stud and attach to the siding with screws. Then, pre-drill the spacer with 1/8 inch holes to accommodate the two lower corner lag screws.

Use the lap siding installation process outlined above, to install the footplate.

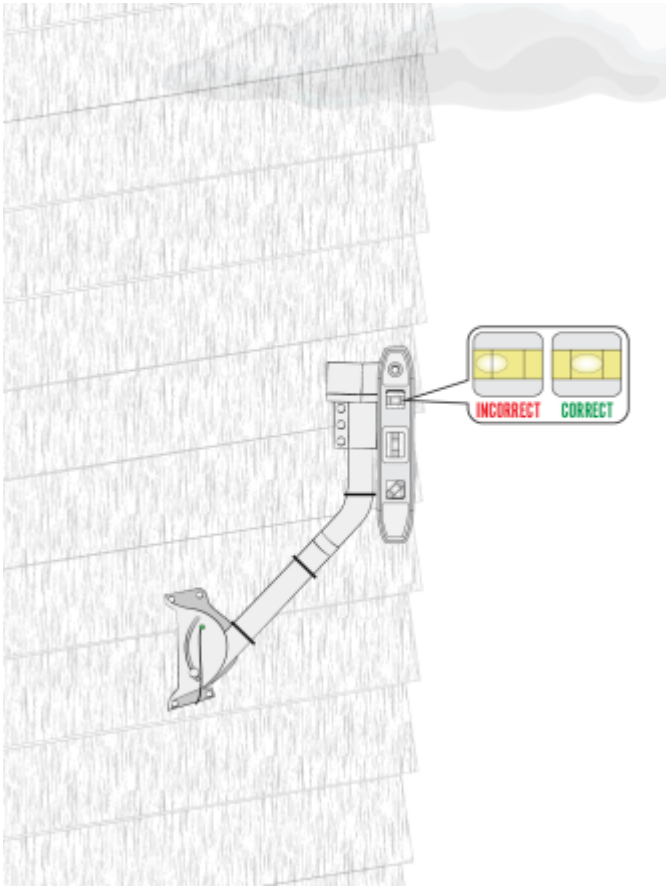



# Adjusting the Mast Tube

Loosen the 5/16 X ¾ inch carriage bolt that is in the footplate’s arched slots and the mast tube




Swing the mast tube up and use a level to level the mast tube. Tighten the footplate carriage bolts to ensure the mount is plumb. Complete final mast tube leveling after installing the monopoles.



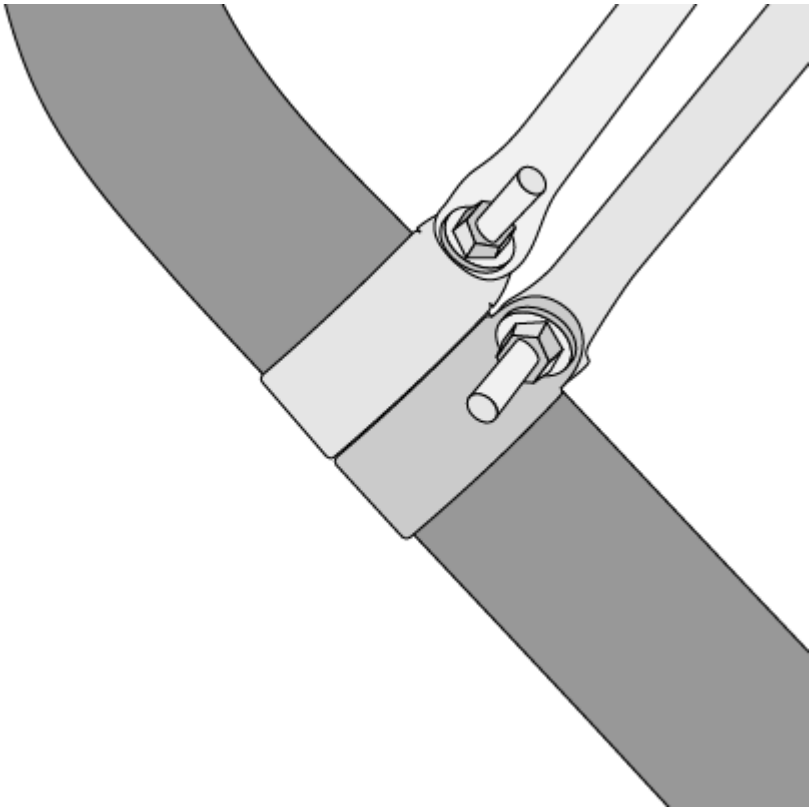

# Adding the Monopoles

The installation kit provides the adjustable monopoles that are required on wall mounts. These are the only Viasat-approved monopoles; do not use others.

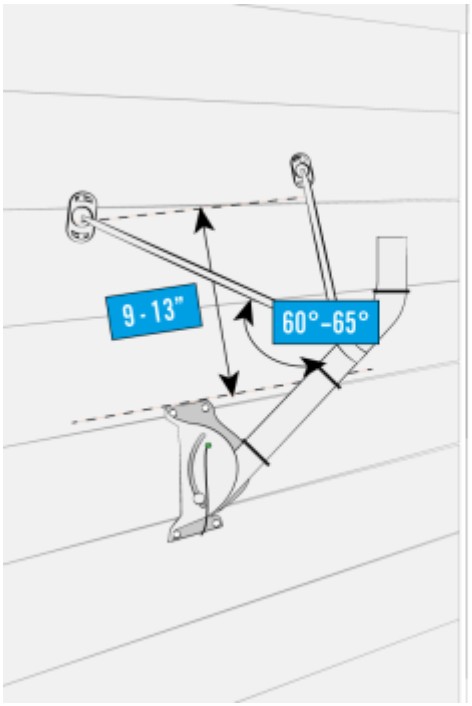
Loosen all of the 5/16 inch joint hardware.

Caution! Edges may be sharp; gloves are recommended.

Slide each collar over the top of the mast tube, and down below the bend. Make sure the top collar/sleeve is 2 inches below the bend. Point the collar flanges towards the mount surface.



Position the monopoles 9 to 13 inches from the top edge of the footplate to the 2 adjacent wall studs, which should put the monopoles at an angle of 60° to 65° from the tube as shown.




Using the same technique and process as the footplate, attach the foot of each adjustable monopole to the structural element (stud) using 2, 5/16 X 3 inch lag screws per foot.

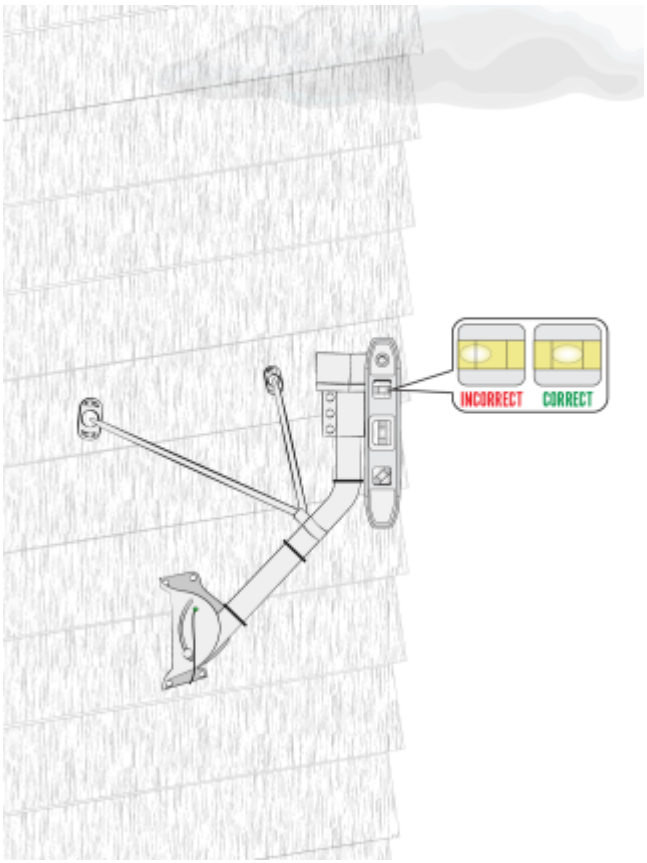
Install the monopoles on opposite sides of the mast tube.

Remember to add silicone sealant to the holes before adding the lag screws.

Tighten all the 5/16 inch hardware joints.

Complete final mast tube leveling after installing monopoles and tighten all mount nuts and screws.

Once the mast tube is level, perform a quick tug test on the mount to verify that it is stable. Then you are ready to attach the antenna.

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# Telescoping Pole Mount Job

# Aid

Release Date: May 2018

***Summary***

This Job Aid covers:



This Job Aid supports the Global Business Services technican audience.

# Surfaces

The *only* approved location for a telescoping pole mount is in firm ground, with no

danger from flooding. Telescoping pole mounts are for Community Wi-Fi and not residential applications.

# Structural Elements

None

# Important Considerations

- The Telescoping Pole Mount installation requires additional materials not provided with the equipment
- This installation type may also require building permits. Technicians are required to check the local building codes.
    - At minimum, the following requirements must be met for the telescoping pole mount:
    - Pole extends at least 12 inches below the ground surface, and is set in concrete
    - When fully extended, pole must be placed a minimum height of 15 above the ground

# Other Considerations

- The ground block must be within 10 feet of the NEC approved ground source
- All antennas must be located at least 20 feet from any overhead power lines and 3 feet from any standard power circuit or electric light

**DANGER!** Always call your local safe dig number to locate power lines before you start the installation. These include overhead and underground power lines, electric lights, and power circuits.

# Other Installation Resources

For complete assembly/installation instructions, please see manufacturers' guides: Ruckus Zoneflex T300 Outdoor AP (US)

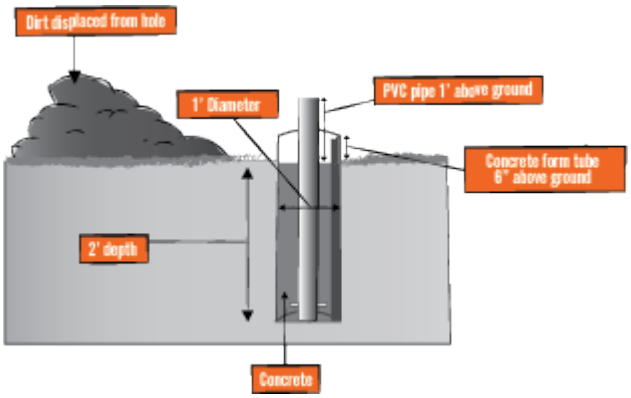
SXT Lite5 ac

**Note:** Ethernet cable used must be on the *Viasat Approved Materials List* job aid

# Installing a Telescoping Pole Mount

1. Dig the hole 8 inches in diameter (to fit the concrete form tube) and two feet deep, with straight sides

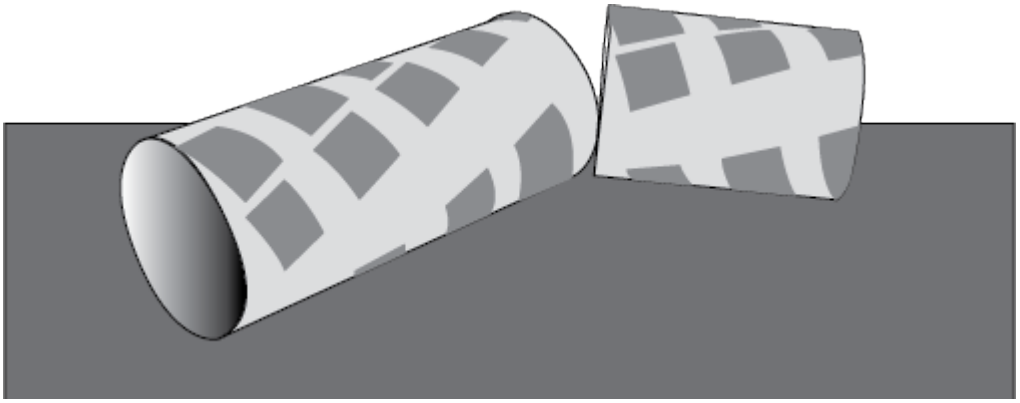
Ensure that hole is no greater than 10 feet from power source/pedestal




2. Concrete form tubes with a 8 inch inside diameter come in standard 4 foot sections

Cut concrete form tube down to 3 feet

Drill a 1 inch diameter hole at 12 inches from either side of the cut concrete form tube



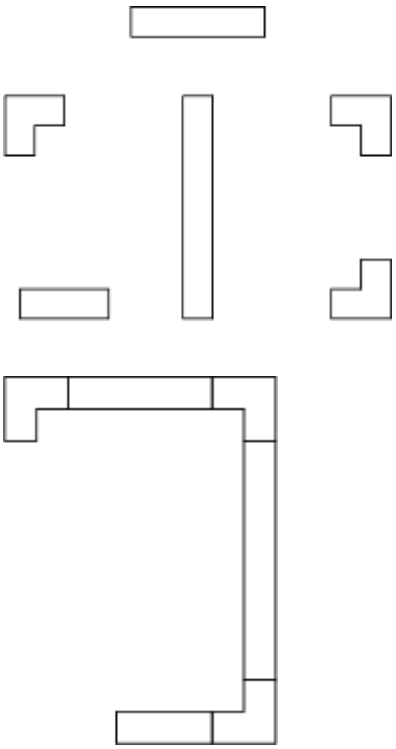
3. Place the 3 foot concrete form tube in the hole with 1 inch hole toward bottom. Tube will extend 12 inches above ground level

Re-pack dirt around the outside of the concrete form tube, so that any gaps between the form tube and the ground are filled, and the form tube is level, stable, and secure

4. Dig a 1 foot deep trench from form tube to power location “ensure cable locates completed”

Assemble 2 PVC pipe conduit sections as depicted

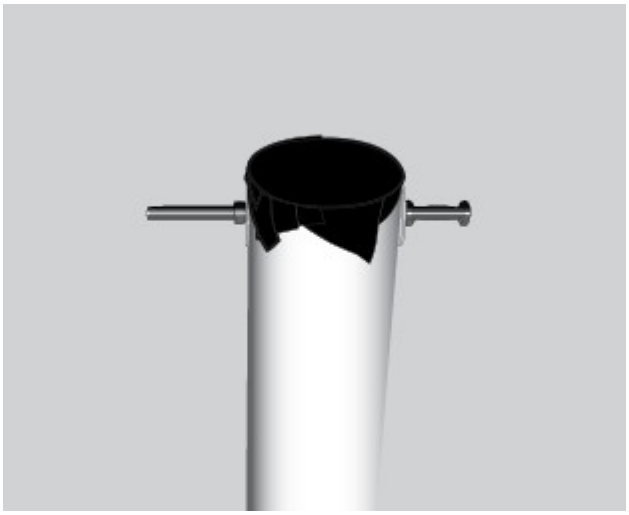
Insert 1 PVC pipe conduit section with straight shorter end protruding from form tube hole



5. Remove black plastic sleeve from pole box, place duct tape over one sleeve end, drill hole 2 inches from bottom for ¼ inch x 6 inch bolt/anti-spin device

Insert ¼ inch x 6 inch bolt and secure ¼ inch nut and corresponding washer on each side

Tighten nuts until the anti-spin device is centered through the PVC pipe



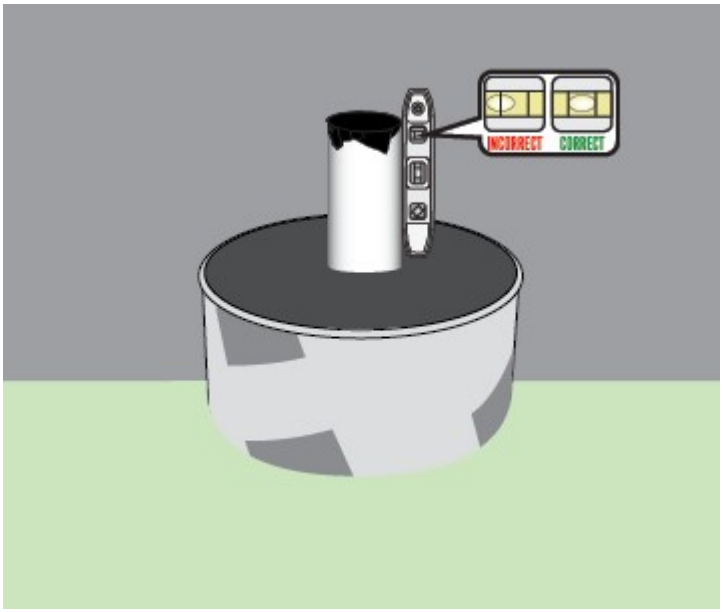
6.Place 3 foot PVC pipe in center of concrete form tube

It will extend 18 inches above ground level (6 inches above the top of the form tube)

7. Secure black plastic sleeve and 1 PVC pipe conduit section by pouring at least 150 pounds of quick-setting concrete into the concrete form tube

8. Level black plastic sleeve while the concrete dries

**Note:** The black plastic sleeve *must* be completely level in order for the pole mount to be successful




9. Lay the telescoping pole along the ground and extend to height between 15 to 20 feet

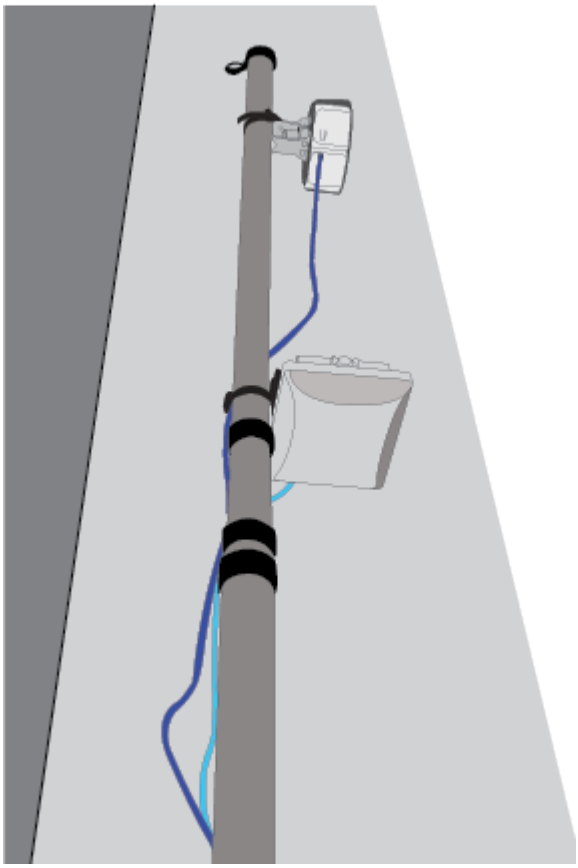
Ensure that each section of the pole is ***firmly locked*** in place and does not spin or collapse back down

**Note:** *Only the bottom* section will be drilled for the anti-spin device

Mount the remote AP 3 to 6 inches from the top of the pole

Mount the remote SXT 2 to 4 feet from the top of the pole (ensure SXT will have line of sight to omnidirectional/sector antenna)

**Note:** Install the SXT oriented so that the CAT5 cable enters from the bottom



10. Mount the weatherproof (NEMA rated) enclosure a minimum of 7 feet above ground level, with 2 self-tapping screws

Use 2 U bolts. 1 on the top and 1 at the bottom

Unscrew right and left gland caps and glands, connect Ethernet cabling through holes, feed glands onto cables and reinsert glands

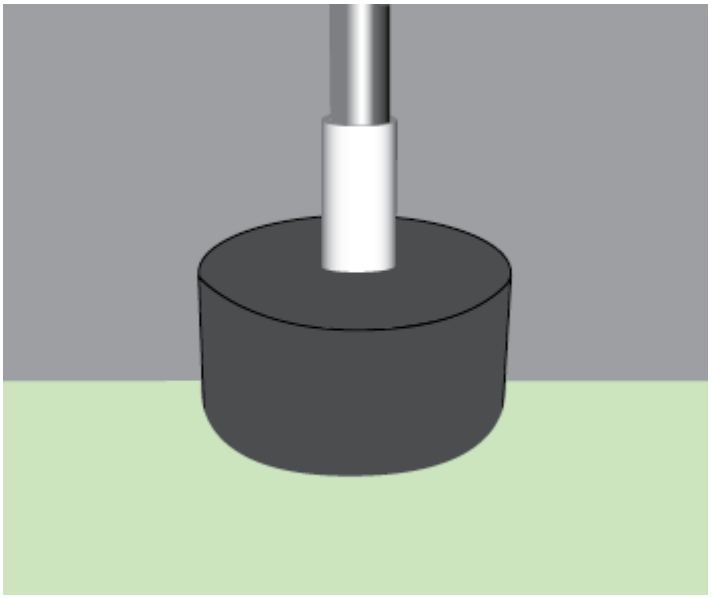
Screw gland caps back on.

Connect protruding Ethernet cables to SXT and AP.

Secure Ethernet cables to telescoping pole using cable ties & coil excess Ethernet cables and secure drip loop/s to pole.

11. Once the concrete is hard set:

    1. Cut away the concrete form tube to ground level
    2. Insert telescoping pole into black plastic sleeve until it is secure against the anti-spin device at the bottom of the sleeve

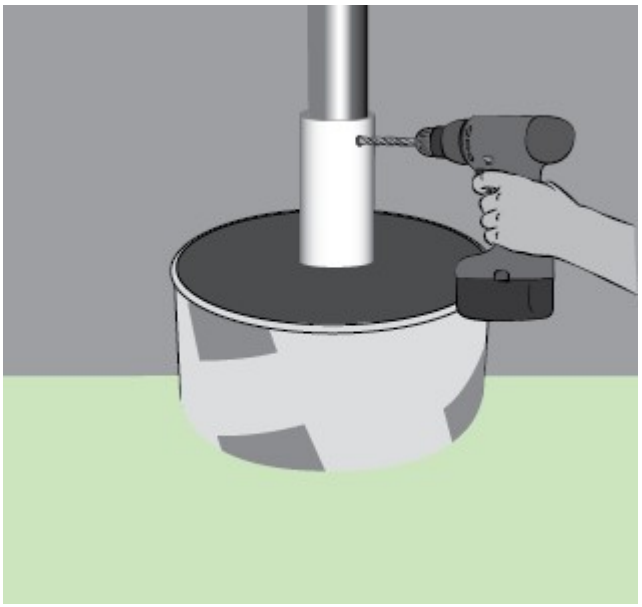


12. Ensure that the SXT **faces the direction of the Base Station**, for point-to-point signal

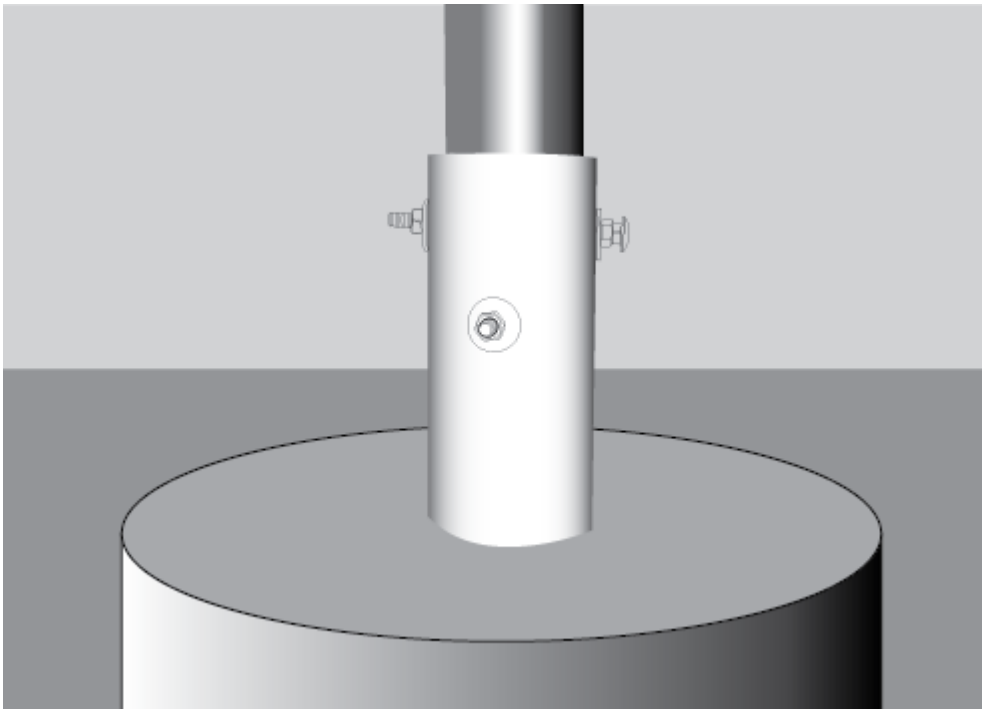
13. Mark black sleeve for 2 anti-spin devices:

- At 90 degree angles from each other
- One 2 inches from top of the sleeve
- One 3 inches from top of the sleeve

Drill through both sides of sleeve and telescoping pole for ¼ inch x 6 inch bolts



14.Place ¼ inch x 6 inch bolts, washers, and nuts through holes Tighten ¼ inch nuts until telescoping pole is secure



15. Run power cable through conduit and into 1 foot trench

Run power cable along trench and through second PVC pipe conduit section, plug into local power, and fill trench.

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# Viasat 360 Services Guide

The Viasat 360 Services Guide provides technicians with information about the Viasat 360 services:

- Viasat Voice
- EasyCare Options
- 360 Services Video
- Download the Viasat Service Guide PDF

**Note:** All Viasat 360 services are added in the Viasat TechTools (VTT) App.

- Adding Viasat 360 Services

Viasat Voice

Viasat Voice is a feature-packed, reliable, and affordable home phone service offered to Viasat Internet customers.

- **$35** per month
    - $10 off for the first 3 months

## Viasat Voice features

- Unlimited local and long-distance calling to all 50 states and Canada.
    - Calls to other countries will incur additional charges. To see International calling rates, click here.
    - In most cases, keep your existing phone number or choose a new one.
- Viasat Voice calls don’t count towards your monthly data usage – talk as much as you want!
    - Reliable service in areas that don’t have reliable cell coverage.
    - Viasat Voice has E911 services, which instantly provides emergency services with the caller’s service location even if they cannot provide it themselves.

- Call screening
  - Block calls from anonymous callers, 800 numbers, or specific phone numbers, or send them straight to voicemail.

- Call handling
  - Do Not Disturb – Automatically sends all calls to voicemail.
    Create a schedule to automatically turn on Do Not Disturb on certain days or during specific times of day (i.e., send all calls to voicemail during dinner).

  - Call Forwarding – Forward all of your calls to another phone number. Create a schedule to forward all calls on certain days or during specific times of day.

  - Simultaneous Ring – Choose one or more phone numbers you'd like to ring in addition to your home phone when a call comes in. The first phone to pick up will take the call. Create a schedule to simultaneously ring your additional phone numbers on certain days or during specific times of day.

  - Find Me Follow Me – If a call to your home phone goes unanswered, automatically send it to another phone number.
    If the call still goes unanswered, send it to another phone number, and so on. Create a schedule so that Find Me Follow Me is only enabled on certain days or during specific times of day.

        - Call Waiting – Allows user to accept a second incoming call by placing the in-progress call on hold.

- Caller ID

- Voicemail
    - Access your voicemail remotely from any phone.

    - Forward voicemail messages to your email. Messages will be sent as an MP3 file to your email or multiple email addresses.

EasyCare Options

EasyCare is an extra level of service protection, assistance, and support offered to Viasat Internet customers.

## EasyCare Plans

- **EasyCare**: Includes priority customer support, no charge for required service calls, and discounted annual dish relocation.

- **EasyCare +**: Includes Dedicated Home Tech Support – expert technical support for an unlimited number of eligible devices – and assistance available from 7am to 11pm Eastern Time, 7 days a week. ***Available April 15, 2025***

- **EasyCare Premium:** An advanced version of Easy Care +, offering additional benefits that includes protection for eligible devices, with no registration or receipts required, and Accidental Damage from Handling on select portable devices. ***Availability TBA***

## Watch the video to learn more

## Download the Viasat Service Guide PDF

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- Adding Viasat 360 Services

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# Field Update: Shield Premium Sales Ending


## Shield Premium Sales Ending

On January 15, 2025, Viasat Shield Premium will no longer be available to sell in any channel and will no longer be displayed in VTT as a Viasat 360 product. Existing Shield Premium customers will continue to have access to the service.

The free Viasat Shield app will continue to be available to customers until further notice; however, starting on January

15, 2025, we will no longer offer the free Viasat Shield application to new customers at the time of sale.

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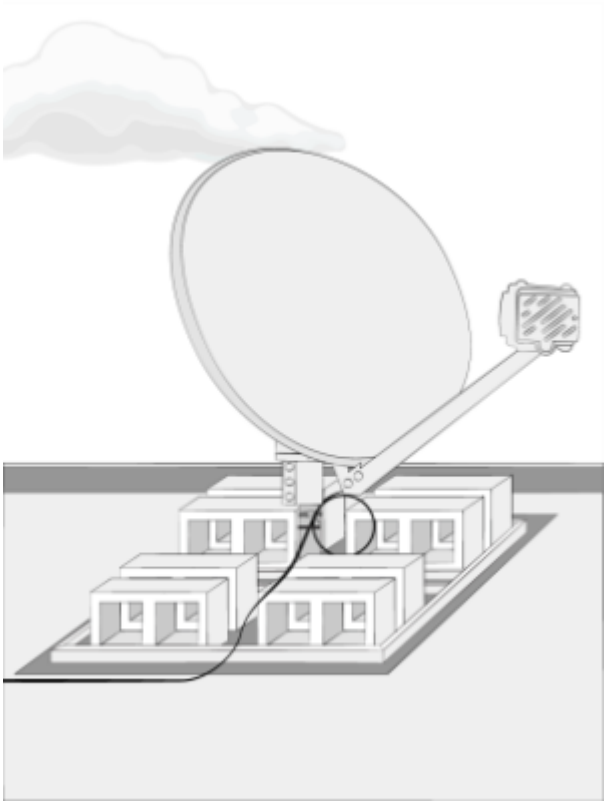
# Non-Penetrating (Non-Pen) Roof Mount



# Surfaces

The *only* approved location for a non-pen mount is on a **flat roof**.

**Note:** The Low Profile “Stub” Mount is approved and recommended for use with the Non-Pen Mount.

# Structural Elements

None

# Important considerations

DANGER!  Locate power lines before you start the installation. These include overhead and underground power lines, electric lights, and power circuits.

- The non-penetrating roof mount is one of the specialized mount types that require additional materials for installation, which may lead to additional time and materials costs for the customer
- Only use Viasat-approved non-pen mounts listed in the Viasat Approved Materials List job aid

## Other Considerations

- The ground block must be within 20 feet of the NEC approved ground
- The total cable run from the modem to the TRIA must be less than 150 feet
- All antennas must be located at least 20 feet from any overhead power lines and 3 feet from any standard power circuit or electric light
- Position the mount antenna so that the bottom of the reflector is at least 4′ above any walking surface

## Mounting Materials for Non-pen Mount

The Technician must provide the following materials:

- The non-pen mount – listed in the Viasat Approved Materials List job aid
- A minimum of 8, 28-pound cinder blocks. Use more ballast in windy areas. Follow manufacturer’s instructions if they recommend more ballast
- A protective rubber mat to place under the mount

# Installing a Non-Pen Roof

# Mount

Cover the flat roof with a rubber mat to protect it from the non-pen.

Follow manufacturer’s instructions for assembling the non-pen and mast tube, and place the mount and mast tube on the rubber mat.

Add ballast, following manufacturer’s instructions, or at minimum, 8 28-pound cinder blocks.

- ***Preferred:*** Low Profile mount
- Level the mast tube
- *If needed:* Straight non-pen mast tube with 4 monopoles that come with the mount
- Attach the monopoles to the frame of the non-pen mount
- Level the mast tube
- *If needed:* Sloped Roof mount (with monopoles):
- Attach the monopoles to the frame of the non-pen mount
- Level the mast tube

**Note:** Non-pens may have pre-drilled holes in the frame, where you can attach the monopoles to the frame. In some cases, you may need to use a metal drill bit to drill holes in the non-pen mount frame, to accommodate the monopoles.

Once the mast tube is level, perform a quick tug test on the mount to verify that it is stable. Then you are ready to attach the antenna.

# Field Updates

Bulletins for:

- All Technicians
- Fulfillment / DTV Technicians
- Self-Installing Technicians
- Commercial Business Technicians
- Dispatchers

# All Technicians

## 2025

- New Training FTC Click to Cancel 5/1
- Shape the Future of VTT! 4/23
- Cable Management No Longer Available in V360 4/7

- EasyCare and Customer Verification Code 4/1
- VTT New Features 3/10
- Viasat Technician Activation Process 2/27
- Photo Requirements for all Work Order Types 1/12
- Shield Premium Sales Ending 1/9

## 2024

- VTT Photo Requirements Reminder 11/7/2024
- Viasat Work Order Guidelines 11/6
- Signature Requirement on Viasat 360 Sales 10/30
- FSM V5 is Live! 10/28
- Viasat Tech Tools Work Order “Complete” Process 9/23
- Download the New Viasat Tech Tools App! 9/17
- URGENT FSM V5 Launch Update 8/19
- Viasat Tech Tools – All In! 8/5
- Update You eSVT URL 06/26

- Viasat 360 Solutions Updates 05/08
- Reminders to Techs to use VTT app and the SB2+ Cable Extender 05/06
- MAC Address Reminder 02/13
- Update: Phasing out ARIA 2210 Router 02/06
- FSM Mobile Compatibility Issues with Android OS 14 01/17

## 2023

- Phase 2 Commercial Business Migration Complete 12/13
- Phase 1 Commercial Business Migration Complete 11/16
- Commercial Business Training Reminder 11/09
- New Commercial Business Training Available 11/01
- Announcing Commercial Business Migration 10/24
- ARIA Installation Best Practices 10/17
- Work Order Details 09/25
- VS1 High-Speed Installation and Upgrade Reminders 08/24

- Identified VS1 High Speed Plan Activation Issue 08/11
- New VS1 High-Speed Plans Training Available Now 08/07
- Update on ViaSat-3 07/19
- Stream Public Beta Launch 07/11
- New VS1 High-Speed plans training available 07/06
- FSM Password Change Requirements 04/21
- Viasat Tech Tools App – Download Now 04/04, 04/11, 04/18, 04/25, 05/02
- Terminals Needing Attention Service Calls 04/03
- Newly Approved Mounting Options 03/02
- Viasat Modem Lock Troubleshooting Steps 01/23

## 2022

- Viasat Stream – Modem Swap Impacts to Hub 11/29
- My Viasat Update 09/08
- Asurion Home + 08/08

- New S-Tube Approved Mounting Surface 04/07
- New FSM Escalations 01/27

## 2021

- Connect America Fund 11/04
- New mounting option 10/12
- New Tech Talk – Performance Follow Up Service Calls 10/07
- Easy Start – Viasat's customer on-boarding program 09/29
- StreamOn Beta and Hub 09/20
- Equipment returns – Reminder about returning defective equipment 09/09
- New VOIP Activation Process 07/13
- New eSVT URL for US Residential 04/15
- March TechTalk video: New installation portal 03/11
- Check Viasat Discover for your Installer ID 02/11
- New US Residential Technician training available 02/08

- New FSM SI/SO Access Request Form URL 02/02
- Work orders with “BEP” 02/01
- January TechTalk video: New installation portal 01/22

## 2020

- New Tech Talk video: Holiday Special 12/21
- New Tech Talk video: TextLine Drawing Winners 12/07
- Introducing Viasat TextLine 11/23
- New Tech Talk video: Find the Flaw – Part 2 11/09
- Reminder – New Tech Talk video: Find the Flaw 10/19
- New Tech Talk video: Find the Flaw 10/12
- New Tech Talk: MITe 09/04
- Viasat 360 product update 08/26
- New Tech Talk: VoIP activation 08/03
- New FSM Requirement: Technician must be assigned to the work order 07/22

- New Tech Talk video: Tips and tricks 07/01
- Your account is now My Viasat 06/08
- New June Tech Talk! 06/04
- Important chante to QOI requirements 05/26
- Special Message from Evan Dixon, VP and Head of Residential 04/30
- eGuide Tech Talk for May 2020 04/27
- Introducing Viasat Shield 04/07
- Welcome to the newly updated eGuide! 03/31
- Shelter-in-place and lockdown scenarios for technicians 03/20
- New work order type in FSM in response to COVID-19 03/20
- Viasat Discover is LIVE 02/27
- Viasat Discover launching on 2/27 02/25
- Viasat Central training must be complete by 2/18 02/17
- Announcing your new learning platform! 02/12
- Announcing your new learning platform! 02/06

- Welcome to 2020! 01/16 & 01/30
- We want your feedback! 01/07

# Fulfillment / DTV Technicians

## 2024

- No Line of Site Process 12/19
- Heads Up, Techs! Equipment Collection for Upgrades 07/15

## 2023

- Quality Control Program Update 10/30
- Viasat 360 Expectations 10/02
- New Viasat 360 Rewards System – Tango 07/28
- FSM Escalation Updates 01/04
- Winners Circle Returns 01/04

## 2022

- Technician Start Address in FSM 11/28
- Earn Viasat Discover Training Badges 07/27
- Quality Audit Follow Up (QAFU) Work Orders 01/27

## 2021

- Viasat Tech Tools 2.0 launch 03/12
- Viasat 360 Contest Results 02/12
- Viasat 360 Contest – Current standings part 4 01/22
- Viasat 360 Contest – Current standings part 3 01/08

## 2020

- Viasat 360 Contest – Current standings part 2 12/22
- Viasat 360 Contest – Current standings part 1 12/11
- Viasat 360 Contest 11/30

- Technician survey results 03/12

# Self-Installing Technicians

## 2022

- Earn Viasat Discover Training Badges 07/27

## 2020

- New Training Available for Business Voice and Business Hotspots (Wi-Fi) 04/21

# Commercial Business Technicians

## 2024

- Viasat Business (SMB) – Important Update! 1/23

## 2023

- Static IP Now Available for New Business customers 12/7

## 2021

- New Commercial Installer ID Required for Provisioning 07/21

## 2020

- Business Hotspots Wi-Fi Installer Portal – Area of Placement 09/04
- Business Hotspots outdoor AP configuration issue resolved 05/12
- SurfBeam 2+ modem configuration for Business Internet installations 05/07
- Outdoor AP configuration – known issue 03/26
- Voice Service now for up to four lines 03/05
- EasyStart program for commercial customers 02/28

# Dispatchers

## 2023

- FSM Password Change Requirements 4/21

## 2021

- Attention Dispatchers – New FSM Scheduler is here! 02/03
- Attention Dispatchers – Flash issue update 01/12

## 2020

- Attention Dispatchers – An Update on FSM and Adobe Flash 12/01

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# Tech Bulletin: Introducing

# Viasat Shield


## *Shield Premium Sales Ended January 15, 2025*

# Introducing Viasat Shield

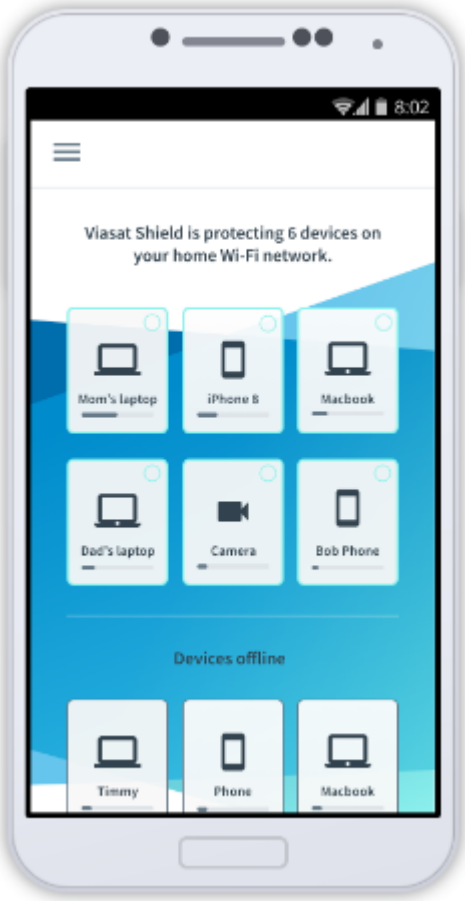
## Available April 7, 2020

Hello ,

Viasat Shield is a Viasat built smart phone app for US Residential
customers that protects the customer’s home internet and Wi-Fi network,
defending against common online security threats like data

breaches, phishing
and more.

The Viasat Shield app can be downloaded to any iOS or Android phone free of charge. Once installed, the customer can login to the app using
their ‘your account’/MyViasat login.




Viasat Shield is available for ViaSat-1 and ViaSat-2 services and offers
the following:

- **View Connected Devices**:
  Helps identify unauthorized access to their internet.

- **View Usage per Device**:
  Helps identify what devices are using the most data.

- **Network Protection**:
  Notifies the customer of attacks on their network.

Viasat Shield Premium is currently available for ViaSat-2 services
only for $5.99/month and offers the following:

- **Device Access Control**: Ability to pause or block devices from the
  network.

- **Device Protection**: Notifies the customer if devices are behaving
  suspiciously and how to resolve.

- **Browsing Protection**: Notifies the user if they are accessing a
  dangerous site.

- **Antivirus Premium Bundle – Coming soon**

More information on
the Viasat Shield App can be found on the eGuide: https://eguide.field.viasat.com/viasat-shield/

# PSYDEH / Social Impact

- PSYDEH guide.pdf
- PSYDEH Solucion de Problemas.pdf

## PSYDEH Guide

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# PSYDEH – Solucion de Problemas

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# Field Update: New Training FTC Click to Cancel

# New Training FTC Click to Cancel

Audience:


Viasat has a new **mandatory** training course available on Viasat Discover.

**New FTC Regulation: Click to Cancel**
The Federal Trade Commission (FTC) has recently introduced a new regulation known as Click to Cancel. This regulation aims to make it easier for customers to cancel subscriptions and add-on services. As part of our commitment to compliance and customer satisfaction, we have added a new mandatory training module to Viasat Discover that covers this regulation and its implications for V360 add-ons.

**Key Points:**

1. **New Disclosure Requirement:**
    - When customers add on products or services through V360, a new disclosure must be presented to them. This disclosure will inform customers of their right to cancel the service easily.

2. **Training Details:**
    - **Course Title:** FTC “Click to Cancel” Regulation for Techs
    - **Location:** Viasat Discover – https://bbs.viasatdiscover.com/
    - **Duration:** Approximately 10 minutes
    - **Mandatory Requirement: This training is mandatory for all install technicians and should be completed on an individual basis and not in a group setting**.
    - **Completion Deadline: May 14, 2025**

3. **Why This Matters:**
    - Compliance with the FTC “Click to Cancel” regulation is crucial to maintaining our high standards of customer service and trust.
    - Understanding and implementing this new requirement will help us avoid any potential legal issues and ensure a smooth and transparent process for our customers.

Thank you for your attention to this important update. Your continued dedication to providing excellent service is greatly appreciated.