

Field Update: Easy Care and Customer Verification Code



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

Audience:



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.