

Field Update: New Training FTC Click to Cancel



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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.