

Field Update: Viasat Work Order Guidelines



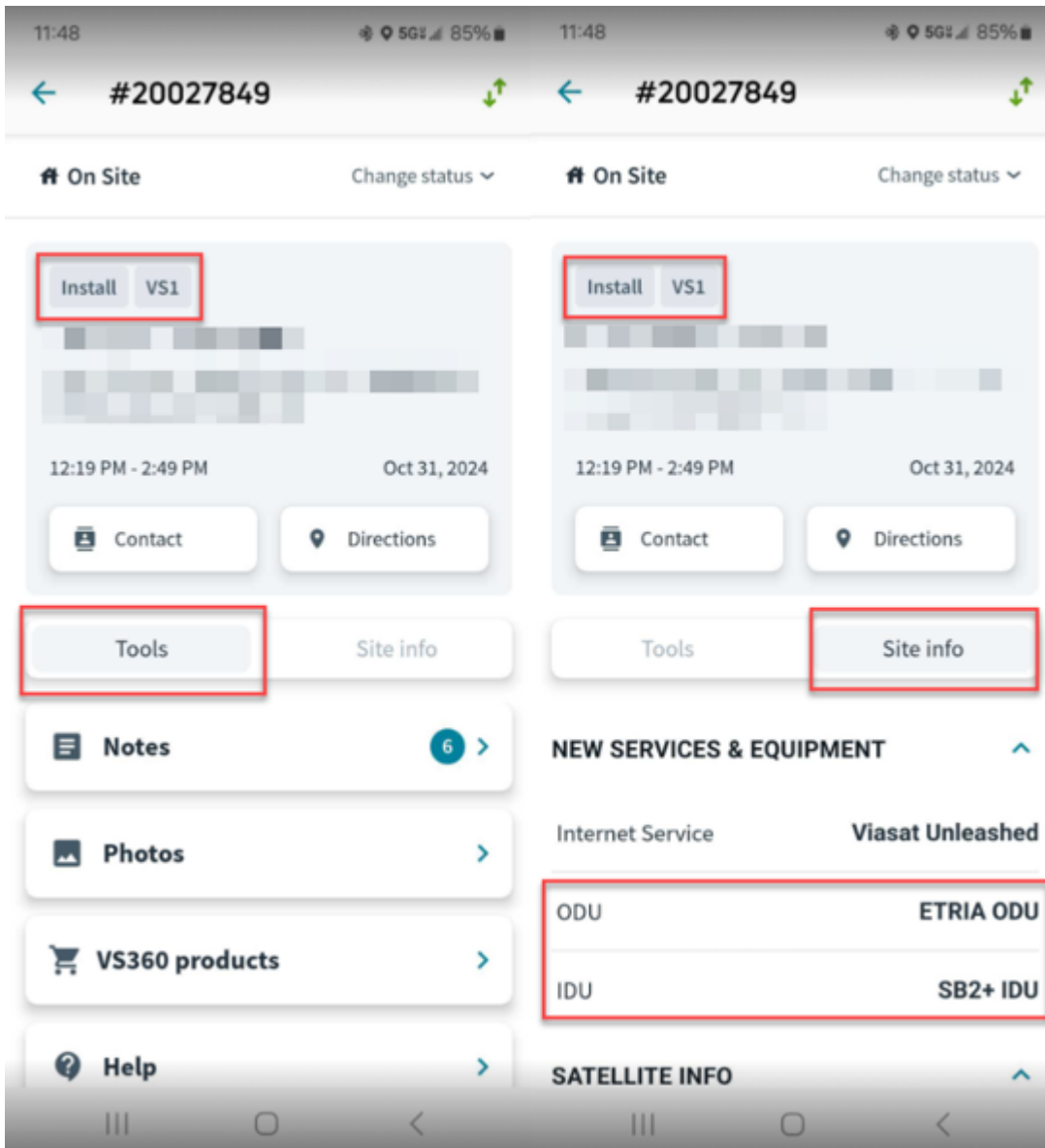
Viasat Work Order Guidelines

Important Notice

Viasat cannot modify the assigned satellite or equipment type on work orders. If a work order specifies a VS1 satellite with an SB2+ device, do not change the satellite to VS2 or the device to VWG. Always follow the original work order.

Example:

- **Work Order:** VS1 satellite with an SB2+ device
- **Action:** Do not change the satellite to VS2 or the device to VWG. Follow the work order as is.



Viasat Work Order Restrictions

- **Sales, Care, Installer Relations:** Cannot modify work orders. Viasat Back-Office System Determines the available package and satellite for the address at the time of sale.
- **Customer Coaching:** Do not advise customers to request satellite changes. New orders will mirror the current

order.

- **Technicians:** Cannot change satellites or device types on-site and should not recommend customers to do so.

Key Takeaways

- **Follow the Original Work Order:** Complete each work order as assigned.
- **Be Prepared:** Have necessary equipment (like SB2 modems) on hand.

Our goal is to maximize efficiency and complete customer orders on the first visit by following the original work order every time. Let's work together to provide the best possible customer experience by following these guidelines.