

Tech Bulletin: Connect America Fund



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Hello,

In mid-November, Viasat will begin providing 2 service plans in select areas of Colorado for the Connect America Fund (CAF). CAF is the Federal Communications Commission's (FCC) program to expand access to voice and broadband services for areas where they are unavailable – to serve customers in rural, high-cost areas in the United States.

New customers ordering a CAF plan will sign the customer agreement via Sertifi during provisioning as usual, which will contain the CAF addendum. The same applies to existing customers upgrading to a CAF plan that requires a service call. The CAF plans have a 12-month contract.

There is no change to the process for installation or upgrade

service calls for these customers, and you can still offer Viasat 360 products if you are part of that program.