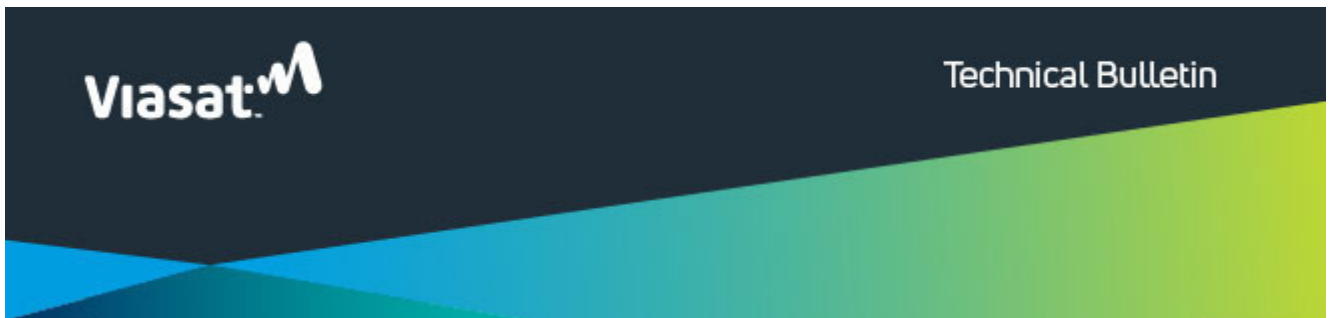# Tech Bulletin: EasyStart program for commercial customers

Change to commercial installs

EasyStart program for commercial customers

Hello, !

Viasat has
launched an **EasyStart Program** for
commercial installs. This initiative provides a more
customized experience for
Viasat Business customers ensure they receive critical
information to start
using their service right away.

Training is available in [Viasat Discover](#).

The **EasyStart Program** consists of:

- The **Technician Checklist**, which is a quick reference for both you and the customers to:
    - Set expectations with the customer.
    - Provide step-by-step guidance during the installation.
    - Ensure both you and the customer have a great experience.

**Please make sure to review
this checklist before you begin a commercial install, as it is slightly
different from the residential install checklist version.**

- The
  Welcome Guide includes answers to
  many of the questions commonly asked during the
  installation appointment and
  within the first 90 days of the customer's service.
  These include:

  - Connecting
    equipment once the modem is online.
  - How
    persistent IPs are assigned.
  - Logging

in to My Account, the online account management
tool, which allows them to view
and pay bills, check data usage, and more.
- Understanding
  billing and payments.
- How
  to get contact Business Care for support.

Please review the Welcome Guide with the customer after you've finished installing their service(s).

PLEASE NOTE: The customer satisfaction survey will now include an additional question to the customer, asking them if they have received their Welcome Guide.

Should you have
any additional questions, please contact your
retailer/manager.