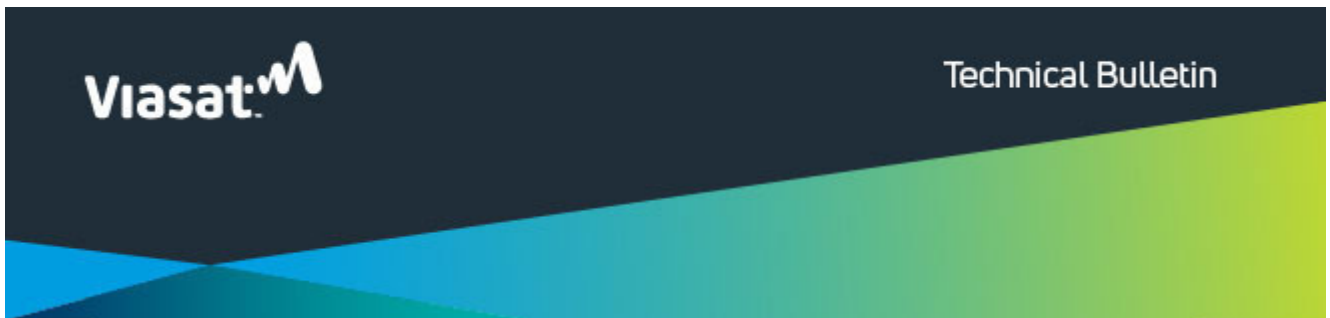


Tech Bulletin: EasyStart program for commercial customers



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.



Welcome Guide for Viasat Business customers

We're glad you've chosen Viasat to support your business connectivity needs. Hold onto this guide for:

- › Managing your Viasat Business service(s) online with My Account
- › Answers to commonly asked questions
- › Contacting Business Care if you need further assistance



Getting started with your service

Connecting your equipment to Viasat Business Internet
The installation of your business internet is complete once the modem has gone through the activation process and is online. The Viasat technician is not responsible for connecting third party equipment, so you will need to connect your location's equipment (router, switch, firewall, computer, etc.) to the Viasat modem using the Ethernet Cable provided. If you're having trouble give us a call at 855-312-4112 and we may be able to recommend some minor configuration adjustments, or contact your IT department.

Assigning your Persistent IPs
The first 3 devices you connect and that remain on the network for 24 hours will receive persistent IP addresses. A persistent IP address is similar to a static IP address in that it is uniquely assigned to each device, is publicly addressable, and once assigned to a device, doesn't change. That means as long as those devices remain connected, the IP addresses will remain consistent. To learn more IP's, visit www.viasat.com/business

Using My Account

Log in to:

- › View and pay bills
- › Update auto-payment information
- › Check current data usage
- › Grant others access to My Account

Logging in
To activate My Account or to log in, go to MyAccount.ViasatBusiness.com. Your username is the email address associated with your Viasat Business account(s). If you're not the primary contact, but would like access to My Account, please reach out to the primary contact so they can grant you access.

Understanding your bill

- › Viasat is a paperless company. That's why it's important to make sure we always have your current email address on file.
- › Your first bill notification email will be sent within 4 days of your installation. It will include the charge for your first full month of service (in advance), plus the first few days before the billing date, plus any one-time fees related to your set up and installation.
- › Viasat uses autopay. All fees are automatically charged on the same day every month to the payment method you gave us when first ordering your service. You can change your payment method at any time in the Billing & Payments section of My Account.

Need help?
Log in to My Account: MyAccount.ViasatBusiness.com
Contact Business Care: 855-312-4112 | BusinessCare@Viasat.com

Have you heard about our internet add-ons?

Business Voice

- › Optimized to work over your Viasat Internet connection
- › Unlimited calling to the U.S., Mexico, and Canada
- › On-the-go calling with the free mobile dialer app

Voice.ViasatBusiness.com

Starting at **\$25/mo** for flexible, cloud-based phone service

Business Hotspots

- › Provide free Wi-Fi to your customers or extend your reach to employees
- › Separate business and customer login portals
- › Web content filtering, plus business usage analytics and reporting

Hotspots.ViasatBusiness.com

Starting at **\$40/mo** for secure, easy-to-use, managed Wi-Fi

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.