

Tech Bulletin: New VOIP Activation Process



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Hello,

Great news! Viasat is simplifying the way technicians activate VOIP services for Residential accounts.

Starting on July 20th, if the account has a Viasat WiFi Gateway or SurfBeam 2+ modem, you no longer need to return to the installer portal after activating the satellite internet. If the work order contains VOIP services, VOIP will automatically activate once the satellite internet services have been activated. This also includes modem swaps during a service call.

This change does **not** apply to:

- Commercial work orders
- When VOIP has been upsold to a customer through V360
- SB2 modems with ATA

New training is available in [Viasat Discover](#) under "Provisioning and Account Activation."