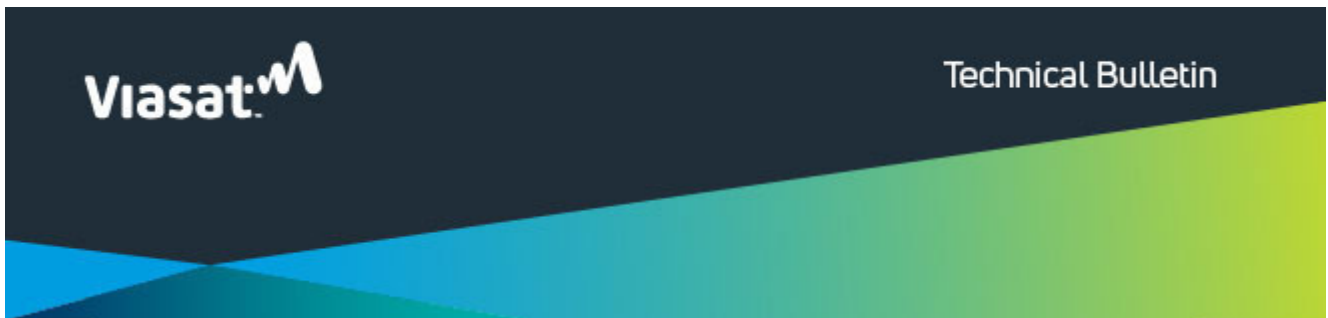


Tech Bulletin: New work order type in FSM in response to COVID-19



Hello ,

In response to the COVID-19 communications you received earlier from your distributor or Retailer, a new work order escalation type has been created in FSM called **Health-Safety Concern**. Use this escalation type for customers impacted by COVID-19 or other health-related concerns.

Prior to installation:

During your appointment confirmation call with the customer, we advise you to confirm the health within the house/business. Suggested scripting:

Given the current pandemic, I want to ensure that I am able to safely enter your home. I will be there on {date} between {hours}.

If the customer is impacted by COVID-19 or similar symptoms, the order can be placed on hold by emailing FSM Administrator at FSMAdministrator@viasat.com.

Include the following in the email:

- FSM ID
- Notes: This work order is impacted by COVID-19 related issues.

To reschedule or cancel an order, follow standard process.

Technician on site:

Upon arriving at the house/business, ensure the customer that you are using the following safety precautions to keep yourself and the customer safe:

- No handshakes during introductions or after the job is complete.
- Verify that the health within the location is safe.

- Wear safety equipment, such as rubber gloves and masks.
- Use disinfecting wipes to wipe down surfaces pre and post install.
- We will practice social distancing.

If you do not feel safe due to COVID-19 concerns, the order can be placed on hold by emailing FSM Administrator at FSMAdministrator@viasat.com.

Include the following in the email:

- FSM ID
- **Notes:**
This work order is impacted by COVID-19 related issues.

Suggested scripting:

“Given the current pandemic, our safety does not permit me to complete the [installation/service call] at this time. I will be placing the [installation/service call] on hold and a Viasat representative will be in contact to reschedule when the holding period is over.”

To reschedule or cancel an order, follow standard process.

We care about the safety and concern for you and our customers. Thank you!