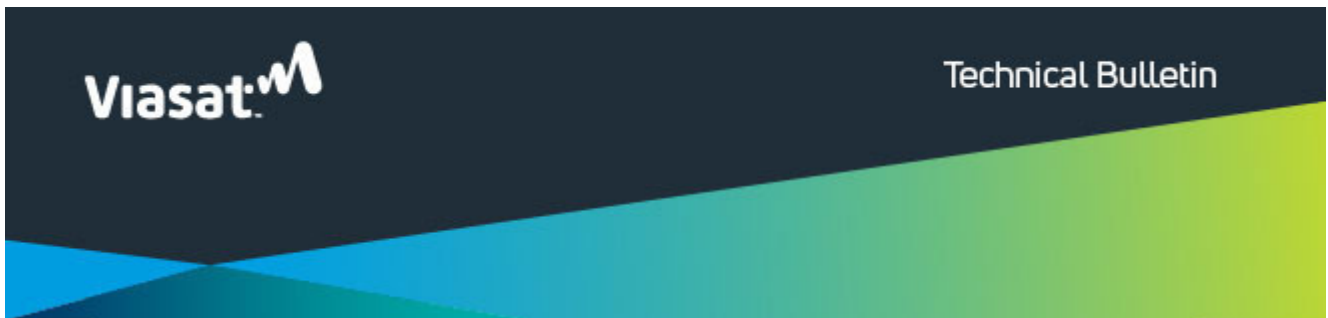


# Tech Bulletin: New work order type in FSM in response to COVID-19



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](mailto: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](mailto: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!