

# Tech Bulletin: Static IP Now Available for New Business Customers



## Static IP Now Available for New Business Customers

Starting on December 5<sup>th</sup>, new business customers will be able to purchase a Static IP at point of sale or after installation. Existing business customers that were installed before mid-November will be able to purchase a Static IP starting December 13<sup>th</sup>. Should a business customer say they want to add a Static IP to their account, refer them to Business Customer Care.

If a customer has purchased a Static IP at the point of sale, this will show on your work order under “services upon completion” section.

Bridge mode will auto-enable on the modem once service activation is completed. The customer will receive an email

at the email address on file with their static IP information. This email may take up to 20 minutes to arrive. You will not have access to Static IP information and will not be responsible for doing anything for this product during the installation, or for troubleshooting the product after the installation is complete. Static IP information can only be viewed on the customer's account by Business Customer Care or Installer Relations. Viasat Business Customer Care can provide basic troubleshooting and escalation information if needed.