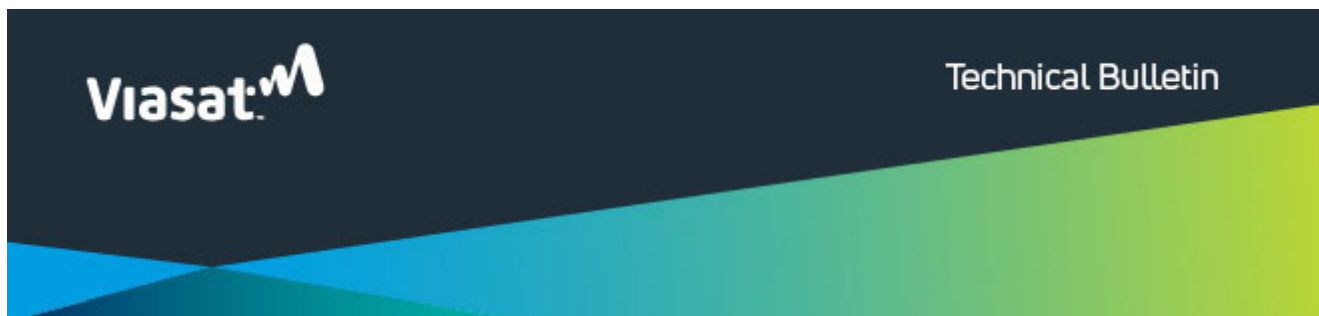


Tech Bulletin: Terminals Needing Attention Service Calls



Terminals Needing Attention Service Calls

Hello,

As part of our continuing effort to provide Viasat customers with the best home internet experience, we are scheduling service calls for customers whose systems are reporting that their terminal needs attention.

Should you be assigned a service call with the notes indicating, "Terminal Needs Attention," be aware that the customer's service issue may be related to one or more of the following:

- Mis-pointed & LOS Blocked Antennas and Poorly Performing ODUs
- IDU-ODU Link Effort
- PTRIA_ERR Investigation
- Cable Resistance

Please be sure to check the customer's system entirely to resolve their issue.