

Tech Bulletin: Update, Phasing out ARIA 2210 Router



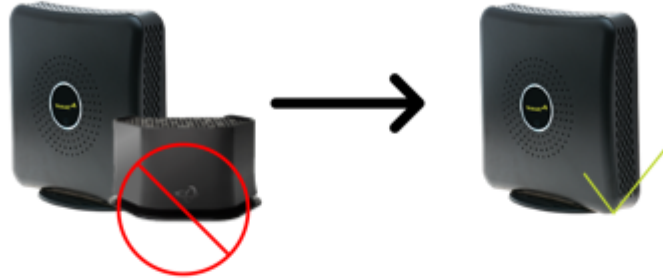
**Update: Phasing out ARIA 2210
Router**

Important Update

Viasat will no longer offer ARIA 2210 Routers to new customers.

What's New?

Previously, customers who purchased plans that used an SB2+ modem also received an ARIA 2210 as part of their equipment. As of 2/13, Viasat will no longer offer ARIA 2210 routers to customers.



Your Role

New Installations

We will continue to install ARIA 2210 routers for orders placed before 2/13. Continue to follow the instructions on your Work Orders. They will indicate if an ARIA 2210 router is required for the installation.

Service Calls

We will no longer replace non-working ARIA 2210 routers during service calls. If you are on a service call and determine the ARIA 2210 router is no longer working correctly, inform the customer that they can purchase their own router as a replacement.



Sample Verbiage

Your plan comes with the Viasat Wi-Fi enabled modem that includes built in Wi-Fi capability. It includes a built in selectable dual-band wireless router that allows you to connect your wireless devices but has a limited range. It will deliver the speeds offered by your internet plan, when hard-wired or when you are in the same room as the Viasat Wi-Fi enabled modem. However, to improve access to fast, reliable internet throughout your home, it is recommended to use a separate, external Wi-Fi router or mesh Wi-Fi system.

There are several things for customers to consider when choosing a Wi-Fi router or mesh Wi-Fi system such as how number of devices and the size of the home. The minimum Specifications we suggest for customers looking to purchase their own router:

- a. Wi-Fi 6 or 802.11ax technology
- b. Under 1000 square feet – a 2x2 antenna configuration
 - i. Band frequency: Dual Band
- c. Over 1000 square feet – a 4x4 antenna configuration
 - i. Dual or Triple Band