

Tech Bulletin: Viasat 360 Expectations



Setting Proper Expectations when Adding Products through Viasat Discover

Hello,

As most of you are aware, Viasat offers a program called Viasat 360 Solutions that provides an opportunity for technicians to earn incentives for selling certain value-added products or services during installation, upgrade, and service call work orders. We recognize that a technician often has the best opportunity to evaluate a customer's needs while onsite at the home, and this program allows technicians to provide solutions to meet those needs immediately. This program has proven to be very beneficial over the last few years, as it not only gives us an opportunity to ensure that we exceed our customers' expectations, but it also gives our technicians a chance to earn incentives for taking care of our customers.

As we strive to continually improve the experience through the Viasat 360 Solutions program, we wanted to send out a few reminders on how to appropriately add products or services through the Tech Tools app:

- A technician should always clearly explain the product/service being added to the account, including features and benefits, one-time/monthly price, and how the product/service meets the specific needs of the customer.
- EasyCare is the only product in the Viasat 360 Solutions program that comes with a promotional period (free for the first three months). No other product or service in the program should be positioned as having a promotional period.
- A customer must agree to any product or service added to the account through the Viasat 360 Solutions program. The technician must review the product or service terms with the customer and have the customers explicitly agree to add the product or service.
- A technician must NEVER add a product or service without the customer's consent. Violations of this policy will result in chargeback of the incentive or commission paid related to the 360 transaction or associated service call, and may result in termination and/or other further action.

Please feel free to contact Viasat with any questions related to the Viasat 360 Solutions program. As always, we appreciate

your participation in this program, and we look forward to continuing success for both our customers and technicians.

Thank you!

Viasat 360 Solutions Support Team