

Tech Bulletin: Viasat Business (SMB) – Important Update!




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Hello,

With the recent changes to Viasat Business (SMB), the AB_DATA_IDU—also known as VHG—is being phased out from regular use. When doing a modem swap for migrated Viasat Business accounts on VS2 (the account number starts with A5XXXXXXXX), please replace the Data modem with the VWG.

Basic data

FSM ID	196	
External order id		
BEP external order id	fdd7f	
Type	Commercial Service Call	
Service type	Commercial Service Call	
Account #	reInId_92	
Service Agreement #	9861	
Billing Account #	A5	
Status	Completed	Change status 

For legacy accounts (the account number starts with 3XXXXX), please continue to follow the work order for the equipment type.

Basic data

FSM ID	196	
External order id	SFPORTAL/69101177	
BEP external order id		
Type	Commercial Service Call	
Service type	Commercial Service Call	
Account #	305	
Service Agreement #	405	
Billing Account #		
Status	Assigned	Change status 