

Viasat 360 Services Guide

The Viasat 360 Services Guide provides technicians with information about the Viasat 360 services:

- [Viasat Voice](#)
- [EasyCare Options](#)
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Note: All Viasat 360 services are added in the Viasat TechTools (VTT) App.

- [Adding Viasat 360 Services](#)

Viasat Voice

Viasat Voice is a feature-packed, reliable, and affordable home phone service offered to Viasat Internet customers.

- **\$35** per month
 - \$10 off for the first 3 months

Viasat Voice features

- Unlimited local and long-distance calling to all 50 states and Canada.
 - Calls to other countries will incur additional charges. To see International calling rates, [click here](#).
 - In most cases, keep your existing phone number or choose a new one.
- Viasat Voice calls don't count towards your monthly data usage – talk as much as you want!
 - Reliable service in areas that don't have reliable cell coverage.
 - Viasat Voice has E911 services, which instantly provides emergency services with the caller's service location even if they cannot provide it themselves.
- Call screening
 - Block calls from anonymous callers, 800 numbers, or specific phone numbers, or send them straight to voicemail.
- Call handling
 - Do Not Disturb – Automatically sends all calls to voicemail.

Create a schedule to automatically turn on Do Not Disturb on certain days or during specific times of day (i.e., send all calls to voicemail during dinner).

- Call Forwarding – Forward all of your calls to another phone number. Create a schedule to forward all calls on certain days or during specific times of day.
- Simultaneous Ring – Choose one or more phone numbers you'd like to ring in addition to your home phone when a call comes in. The first phone to pick up will take the call. Create a schedule to simultaneously ring your additional phone numbers on certain days or during specific times of day.
- Find Me Follow Me – If a call to your home phone goes unanswered, automatically send it to another phone number.
If the call still goes unanswered, send it to another phone number, and so on. Create a schedule so that Find Me Follow Me is only enabled on certain days or during specific times of day.
- Call Waiting – Allows user to accept a second incoming call by placing the in-progress call on hold.

- Caller ID

- Voicemail

- Access your voicemail remotely from any phone.
- Forward voicemail messages to your email. Messages will be sent as an MP3 file to your email or multiple email addresses.

EasyCare Options

EasyCare is an extra level of service protection, assistance, and support offered to Viasat Internet customers.

EasyCare Plans

- **EasyCare:** Includes priority customer support, no charge for required service calls, and discounted annual dish relocation.
- **EasyCare +:** Includes Dedicated Home Tech Support – expert technical support for an unlimited number of eligible devices – and assistance available from 7am to 11pm Eastern Time, 7 days a week. ***Available April 15, 2025***
- **EasyCare Premium:** An advanced version of Easy Care +, offering additional benefits that includes protection for eligible devices, with no registration or receipts

required, and Accidental Damage from Handling on select portable devices. ***Availability TBA***

Watch the video to learn more

Download the Viasat Service Guide PDF

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- [Adding Viasat 360 Services](#)

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