

# My commitment to you

as a Viasat technician

## □ Introduction



### When greeting you, I will:

- › Have a professional and neat appearance
- › Identify myself as a Viasat representative
- › Respect your home and wear protective boot covers when needed

## □ Work



### Before beginning work, I will:

- › Find the best location for your antenna and discuss installation options
- › Explain how, what, and where work will be done
- › Request your permission to start work

### During and after completing work, I will:

- › Clean up the work area
- › Explain the work completed
- › Ensure the work is completed to your satisfaction

## □ Welcome



### To help you get started, I will:

- › Present the Viasat Internet electronic Customer Agreement for you to read and sign
- › Download the Viasat Browser on your computer or the app version on your phone/tablet to help you surf the internet faster and safer
- › Complete other helpful onboarding steps using the Viasat Browser like:
  - Play Viasat's brief welcome video at [viasat.com/welcome](https://viasat.com/welcome)
  - Set up and log into your account at [account.viasat.com](https://account.viasat.com)
  - Download the My Viasat app to your phone or tablet and help you log into your account (with the username and password just created)
  - Troubleshoot your modem via the app's reset feature
- › Give you a Welcome Guide for reference in case there are any questions
- › Present the Viasat 360 Solutions brochure and inform you about potential solutions

## □ Thank You



### Before leaving, I will:

- › Remind you that you will receive an email within 4 days notifying you that your account has been automatically charged for your first month of service, plus any extra days of service that predate your first billing cycle, and any one-time fees related to your installation
- › Make sure that you can surf the web and visit your favorite websites
- › Request a response to our short satisfaction survey

Questions about billing or your account? Find answers at [account.viasat.com](http://account.viasat.com)



For convenient on-the-go access, download our app.



Update your contact info

Your Profile

Log Out

Overview

Billing & Payment

Your Plan

Support

Welcome, Joe Collins

## At a glance

Find answers

Chat with an agent

### Billing cycle

20 DAYS LEFT

NEXT BILL  
AUG 30

### Billing

Current balance  
**\$0<sup>00</sup>**

Last payment  
\$123<sup>45</sup>  
Received on 07/04/2017

Pay your bill

Pay Bill

View Bill

### Usage

View your usage

**40.0GB**  
of Unlimited

How we calculate data usage

### Your plan

Unlimited Silver 25 [Plan details](#)

Unlimited data   Speeds up to 25 Mbps   Video optimized for 480p

Change your plan

See More Plans

**Text Alerts**  
Stay up to date and manage your service with simple text messages  
**Text JOIN to 20715**  
Already registered? Text MENU to 20715

How likely are you to recommend Viasat Internet to a friend?

Very Unlikely   Neutral   Very Likely

[Ask me later](#)