

# My commitment to you

as a Viasat technician

## □ Introduction



### When greeting you, I will:

- › Introduce myself as a Viasat representative
- › Confirm there is not a health/safety concern completing the installation
- › 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
- › Complete other helpful onboarding steps like:
  - Play Viasat's brief welcome video at [viasat.com/welcome](https://viasat.com/welcome)
  - Set up your account at [my.viasat.com](https://my.viasat.com)
  - Download the MyViasat 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 brochure and let you know about other solutions for your home

## □ 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

# Maximize your service

Get even more out of your home internet with add-on services, including:



## Viasat Voice\*

Offers unlimited local and long distance calling

- › Covers all 50 states and Canada
- › Saves money over traditional landlines
- › Gives you voicemail, caller ID, call waiting and more

**\$29.99**

**per month**

(\$19.99 for first 6 months)



## EasyCare\*\*

An affordable, extra level of support for your Viasat service

- › No charge for service calls Viasat determines are necessary (normally \$95)
- › Priority customer support
- › Half-off dish relocations (normally \$200)

**\$8.99**

**per month**

(New customers, get first 3 months free)



## Viasat Shield Premium\*\*\*

Protects your home internet network

- › Defends against common online security threats
- › Monitors and blocks suspicious web activity
- › Guards against cyberattacks
- › Detects and removes web viruses and malware on up to 7 devices with Antivirus protection powered by BitDefender

**\$8.99**

**per month**

Talk to your Viasat installer about other available solutions they can offer.

\*New customers who order Viasat Voice at the same time they order Viasat Internet will save \$10/mo. on their internet bill for the first full 6 months of services, provided they continue to receive both services. Minimum 6-month service term for Viasat Voice. Phone not included.

\*\*Cancellation of EasyCare within 90 days after purchase may result in charges for EasyCare services previously received. Re-enrollment in EasyCare may be restricted for up to 180 days after cancellation.

\*\*\*Viasat Shield application is available for iPhone with iOS v9.0 or higher and for Android with v4.1 or higher. Viasat Shield application is not supported on tablets. Your monthly service fee for Viasat Shield Premium is billed by and paid to Viasat. After you activate Viasat Shield Premium, it may take up to 40-hours for the premium features to be activated on your account. Optional antivirus service is provided by Bitdefender SRL and is subject to Bitdefender SRL's license agreement, privacy policy and terms of use. To deactivate Viasat Shield Premium features, please call Viasat Customer Care at 1-855-463-9333.

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