

As a Viasat Internet representative and a guest in your business, I want you to have a great installation experience.

Connect your equipment

To begin using your internet service, simply connect your equipment, (i.e., router, switch, firewall, computer, etc.) to the Viasat modem using the Ethernet cable provided. Once connected Viasat will issue a Persistent IP address to the connected device(s).

Frequently asked questions

What is a persistent IP address?

A persistent IP address is a unique publicly addressable IP address that is assigned to your equipment dynamically over the network and never changes for that device. Each device connected to the modem will receive a unique IP address.

How many persistent IP addresses do I get?

Three.

Who should I contact if I'm having trouble with my internet service?

You should contact the support number you were given at the time of sale. If no number was given, contact the Business Care number below.

How can I find information on managing my service and checking usage?

Visit <https://www.exede.com/business-support/>

What information should I provide when I request a service call?

- › Point of contact name (IT person, business owner, manager, etc.)
- › Phone number or email address
- › Any special instructions (call when you arrive, use side door, etc.)
- › Account number