



Desk Reference: Vacation Plan (Hibernation Plan)

This Desk Reference covers:

- Vacation Package Overview
- Vacation Package Qualifications
- Switching to/from Vacation Package
- Checking the Customer's Current Package

This Desk Reference supports the Viasat Retail audience.

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Vacation Plan Overview

Viasat is providing a low cost option for customers who may be absent from the premises where the ViaSat Exede service is located. This option is called the Vacation Package, and is used for customers that will be absent from their service location for two to six months.

Features

- Service Fee for the duration that the Vacation Package is active is \$9.99 per month (for SB type modems) and \$10.00 for VWG modems)
- Download Speeds will be 256Kbps during the Vacation Package period
- Upload Speeds up to 256Kbps during Vacation Package period
- Total upload and download usage threshold per month of 5 MB
- Late Night Free Zones do not apply during the Vacation Package activation period
- Lease fees, if applicable, and all other fees will continue to be charged at the full rate
- No contract extensions
- Voice and EasyCare remain fully available, and are billed at its monthly rate

Vacation Plan Qualifications

The following qualifications apply to activate the Vacation Package option:

- The Customer must be an active customer for 30 days prior to transitioning to the Vacation Package.
- The account must be in good standing, with no balance owing.
- The Customer can use the Vacation Package a maximum 180 days per calendar year, with a minimum period of 60 days. The Customer can transition to Vacation Package multiple times a calendar year, but each period would be a minimum of 60 days each time.
- The Vacation Package is only available to Viasat Retail Exede service (Exede5, Exede12, Exede Recovery Act) customers.

Switching to/from Vacation Plan

The Customer must call ViaSat Customer Care at 1-855-GOEXEDE (855-463-9333) to activate the Vacation Package on the day they want the change to occur. Changes into and out of the Vacation Plan cannot be scheduled in advance.

Customers must also contact Customer Care to restore their normal service. ViaSat will automatically restore the service to the Internet plan the customer was receiving prior to converting to the Vacation Plan if a customer has been on the Vacation Plan for the full 180 days in a calendar year.

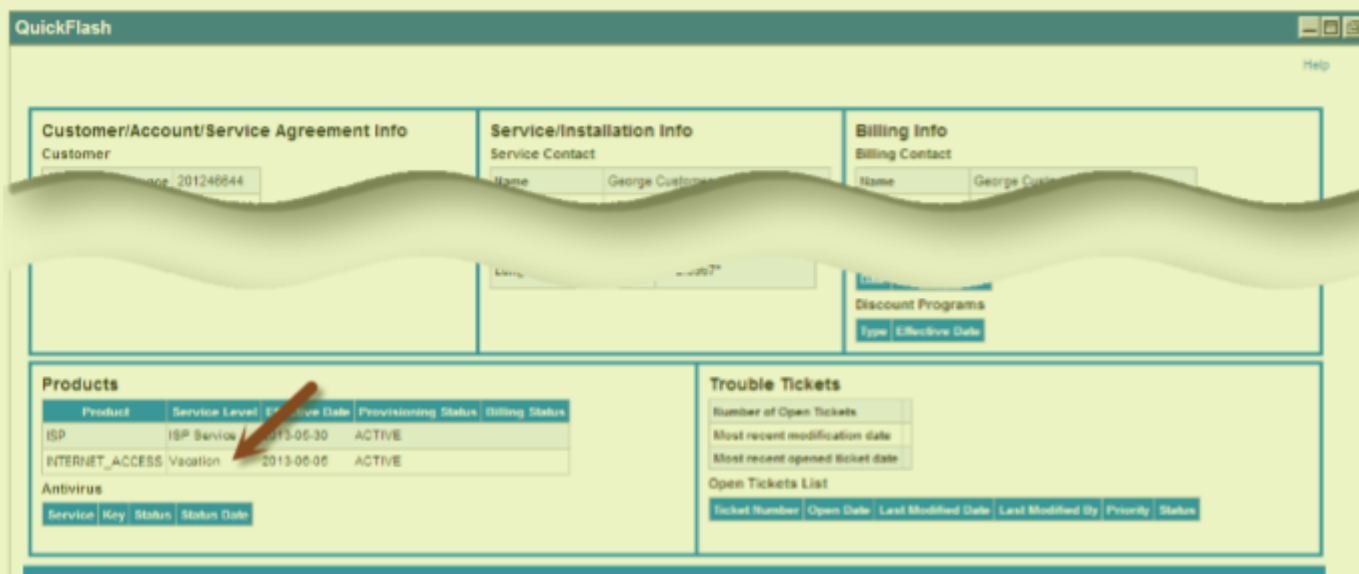
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Switching to/from Vacation Plan (continued)

All promotional discounts available to the customer will cease upon the conversion of the account to the Vacation Plan. For instance: If a customer is receiving the \$10/mo. DIRECTV dealer bundle discount, this discount will cease once the customer converts the account to the Vacation Plan and will no longer be available when the customer returns to his or her regular Internet service plan. The customer may be eligible for future promotional discounts that are announced and implemented after the customer returns to his or her regular Internet service plan.

Checking the Customer's Current Package

Recall that Quick Flash provides information about the Customer's current package. While the Vacation Package is active, it appears as the Service Level in the Products section of Quick Flash.



The screenshot shows the QuickFlash interface with the following sections:

- Customer/Account/Service Agreement Info:** Customer ID: 201246644
- Service/Installation Info:** Service Contact Name: George Customer
- Billing Info:** Billing Contact Name: George Customer
- Products Table:**

Product	Service Level	Effective Date	Provisioning Status	Billing Status
ISP	ISP Service	2013-05-30	ACTIVE	
INTERNET_ACCESS	Vacation	2013-06-05	ACTIVE	
- Trouble Tickets:** Includes sections for 'Number of Open Tickets', 'Most recent modification date', 'Most recent opened ticket date', and an 'Open Tickets List' table.