

Viasat Services Guide



Viasat Voice

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.

Opportunities to pitch Voice

If the customer

1. has just moved into a new home
2. has a home phone
3. has poor cell service at home
4. had Viasat Voice in the past
5. is using a 3rd party VoIP service that's using their data

EasyCare

Viasat EasyCare now offers more ways to help setup, support and protect your tech devices — find out what tier is right for you!

EasyCare

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

\$9⁹⁹
per month

- › Free for the first three months!*
- › No charge for required service calls (normally \$95 each).
- › Annual dish relocation (normally \$200): we'll move your Viasat dish to a different location at the same service address once a year for \$95.
- › Calls receive priority customer support!

EasyCare+

EasyCare+ includes all the basic support of EasyCare along with easy access to a dedicated team of experts who can get you the help you need by providing dedicated home tech support for your tech headaches.

\$14⁹⁹
per month

- › Free for first three months for new customers*
- › Expert tech support to help provide quick solutions, with a simple phone call.
- › Help with everything from backing up important files to setting up a new device and connecting to your Viasat internet service.
- › Live support by trusted experts available 7 days a week from 7am - 11pm ET.

EasyCare Premium

EasyCare Premium includes everything from EasyCare+ and protection for your eligible tech, including your home office, smart home and wearable devices. And simple hassle-free claims, with or without a receipt.

\$24⁹⁹
per month

- › Only \$9.99 per month for first three months for new customers*
- › Worry-free coverage for your eligible home office, smart home and wearable devices.
- › Accidental Damage from Handling (ADH) for select portable electronics.
- › Live support by trusted experts available 7 days a week from 7am - 11pm ET.

Viasat Voice requires an active Viasat internet service account unless you are on the CAF II Voice-Only Connection service plan. You will receive a savings of \$10 per month on your Voice bill for the first three months of services, provided you continue to receive both the Viasat Internet and Voice services. Your monthly service fees and any other fees you incur plus applicable taxes, E911 and other regulatory fees are automatically charged to your payment method on file. You will be billed separately for calls you make to destinations outside of the fifty United States, the District of Columbia and Canada and for directory assistance calls. If you incur more than \$200 in Voice toll charges in a billing period, we may charge them prior to the end of your billing cycle to your payment method on file. In order for your 911 calls to be properly directed to emergency services, Viasat must have the address on file where the Voice equipment is located. Please note the service address you provide today is the address to which emergency services will be directed when you call 911. Your Voice service comes with a month-to-month service term, which you may cancel at any time without an early termination fee. Voice may not work well with fax machines, security systems or other analog data services and devices.

*Sign up within 30 days of your Viasat Internet service installation to receive this offer.

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. EasyCare+ is provided by Asurion Warranty Services, Inc. and EasyCare Premium is provided by Asurion Technology Services, Inc., and both are subject to its terms of service and terms and conditions, respectively. The EasyCare Premium terms and conditions and EasyCare+ terms of service contain binding arbitration provisions. Enrollment in EasyCare+ or EasyCare Premium is optional and will continue to renew each month until cancelled. You can cancel at any time. Your monthly charge for EasyCare+ or EasyCare Premium is billed by and paid to Viasat. Technical support included with EasyCare+ and EasyCare Premium starts on day one of enrollment. Breakdown coverage included with EasyCare Premium is not effective until 31 days after your EasyCare Premium plan term begins, and additional service fees may apply per claim for covered products. Service fees are \$0, \$49, or \$99, depending on the device. Per claim and aggregate limits apply; maximum of \$2,000 per claim/\$5,000 rolling 12-month claim limit. Breakdown covered include mechanical or electrical failure of the product due to defects in material/workmanship, normal wear/tear, power surges. Coverage for breakdown due to Accidental Damage from Handling available for select products only. Replacement device may be new or refurbished of the same or comparable make and model. Offer not available in all areas.

For a list of products covered by EasyCare Premium visit: viasat.co/easycare-eligible-devices

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