

Viasat English T&C

<https://americas.globalpartners.viasat.com/>

Billing - Process payment

Must read VERBATIM and COMPLETE!
IF completed, it will be valid as RECAP

- Your monthly internet service fee is \$_____plus a monthly equipment lease fee of \$ **15.00**, excluding applicable taxes and surcharges.
- You will receive a price discount of \$_____per month for the first full 3 months.
- Afterwards your monthly service fee and equipment lease fee will be \$_____excluding applicable taxes and surcharges.
- **(Installation Fee)** As a reminder, today we are collecting a onetime standard installation fee of \$_____.
- Viasat bills the monthly service fee and lease fee in advance.
- Your 1st bill will include a full month of service plus a pro-rated amount for any partial month of service.
- Viasat is a paperless company all bills and notices about your account are sent to your email address on file, you will not receive a paper bill in the mail.
- Your service plan comes with a two-year price lock guaranty that applies only to internet service and equipment lease fees before any promotional discounts and excludes taxes and surcharges.
- These services are for residential and non-commercial use only.
- **Pre authorization (No payment done):** We will pre-authorize your credit or debit card for \$60.00 to confirm that you have a valid payment method. Our pre-authorization is immediately reversed. However, some card-issuing banks may hold the pre-authorized funds for up to approximately three days based on bank policies.
- **IF customer buys Lifetime lease read:** You will also be charged a one-time, non-refundable charge of \$299.99, for the lifetime prepaid lease option.

Installation - Installation

Must read VERBATIM and COMPLETE!

- We will be installing a satellite antenna at your house.
- Usually on the roof or side of your house.
- If you rent your house, make sure you have your landlord's permission before your installation.
- If your installation requires a non-standard installation, there will be an additional charge.
- Use of multiple devices with our service will result in slower speeds.
- Remember this is leased equipment; you will have to send it back when you are done with it or be charged a \$300 unreturned equipment fee.
- Once the installer has completed your installation, you'll use your new internet service to review and sign Viasat's online customer agreement.
- If you can't be there, make sure somebody over 18, who's authorized to sign the agreement on your behalf is available.
- In order to avoid any service interruption, you may want to consider keeping your current Internet Service Provider until after your Viasat Internet Service installation is completed.
- The technician will arrive and needs to receive consent that landlord permission has been attained. A verbal "YES" is required, if not, the Tech is legally obligated to leave.

Commitment - T&C

Must read VERBATIM and COMPLETE!

This does not apply to unleashed packages

24 MONTH COMMITMENT

- The Internet Services require you to commit to a 24-month minimum service term, unless a different term is stated in this Agreement for your plan; or if you chose the month-to-month service term option at the time you ordered Internet
- If you cancel early, you'll be automatically charged \$15 for each remaining month of your minimum service commitment.

Easy care - T&C

Must read VERBATIM and COMPLETE!

Only if was included

- The monthly price for EasyCare is \$8.99 per month. This monthly charge will be waived for your first 90 days of service.
- EasyCare covers our standard charge for service calls that we determine are necessary and for up to one annual dish relocation at your same service address for the discounted price of \$95.
- You may cancel EasyCare at any time by calling Viasat Customer Care. However, if you do cancel, you may not be eligible to add EasyCare to your account again for up to 180 days.

Voice

Must read VERBATIM and COMPLETE! Only if was included

Read it in RECAP

- Your monthly Voice service fee is \$29.99, in addition to your monthly Internet service fee.
- By bundling Internet and Voice, you will receive a saving of \$10 per month on your Voice bill for the first full 6 months of services, providing you to continue to receive both Viasat Internet and Voice services.
- Your monthly service fees and any other fees you incur plus applicable taxes, E911 fees 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.
- We will start billing you for Voice five days after the installation of your Internet service.
- 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 provided today is the address to which emergency services will be directed when you call 911.
- Your Voice service comes with a 6-month commitment.
- You will be billed \$10 for each remaining month of the commitment should you decide to cancel the service early.
- You cannot receive the Voice service without also receiving Viasat's Internet service.
- Voice may not work well with fax machines, security systems or other analog data services and devices.