

**STANDARD COVID-19 RESPONSE FAQ TO TELECOMMUNICATIONS PROVIDERS
FOR MASSACHUSETTS RESIDENTS**

Answered on May 21, 2020

The FCC's Keep Americans Connected Pledge

Q. Did Viasat sign the FCC's Keep Americans Connected Pledge?

A. Yes.

Q. When did Viasat's Pledge period start? When does it end?

A. The Pledge period started on March 16, 2020 and will end on June 30, 2020.

Q. Does Viasat plan to extend the Pledge, or portions of the Pledge, at all?

A. Viasat participated in the FCC's initial Pledge period, and is participating in the FCC's extended Pledge period through June 30, 2020. Viasat does not currently plan to extend the protections set forth in the Pledge beyond June 30, but will consider any future requests from the FCC regarding the Pledge if and when they are made.

Shut Offs

Q. What is Viasat's shut-off policy during the Pledge time period?

A. Viasat will not shut-off service to any residential or small business customer because of their inability to pay their bills due to the coronavirus pandemic.

Q. How can I qualify to avoid having my service shut off?

A. Any customer unable to pay their monthly Viasat Internet service bill due to the coronavirus pandemic qualifies to avoid having their service shut off.

Q. Do I need to opt-in to the shut-off part of the Pledge or will I automatically be protected from shut offs?

A. You must contact Customer Care to notify Viasat of your inability to pay your bill due to the coronavirus pandemic and opt-in to receive shut-off protection. Please contact Viasat at 855-463-9333 (residential customers) or 855-313-4111 (business customers).

Q. I am behind on my bills, or I know I will not be able to pay my current or upcoming bill by the due date listed on my bill. I am worried my service will be shut off.

Do I need to contact Viasat to prevent shut off, and if so, how can I contact the company?

- A. Yes, you must contact Customer Care to avoid having your service shut off. Please contact Viasat at 855-463-9333 (residential customers) or 855-313-4111 (business customers).

Q. My broadband and/or telephone service has been shut off.

How do I get my service turned back on?

- A. If your service has been shut off, please contact Viasat at 855-463-9333 (residential customers) or 855-313-4111 (business customers).

Q. I am unable to pay my bills during Viasat's Pledge period.

When will I be expected to pay my unpaid bills once the Pledge period is over?

- A. Viasat will honor the Pledge throughout the Pledge period. Viasat is committed to keeping all of its customers connected. Viasat will work with customers before and after the Pledge period who have unpaid bills. If you are unable to pay your bill at the end of the Pledge period, please contact Viasat to review your options.

Q. Will Viasat offer a payment plan for my unpaid bills beginning now or once the Pledge period is over?

- A. Yes, beginning June 1 if you have unpaid Internet bills accrued during the Pledge period, Viasat's agent or partner will contact you and offer you payment plan options.

Q. When will Viasat begin shutting customers' service off again?

- A. Viasat will honor the Pledge throughout the Pledge period. Viasat is committed to keeping all of its customers connected. Viasat will work with customers before and after the Pledge period who have unpaid bills. If you are unable to pay your bill at the end of the Pledge period, please contact Viasat to review your options.

Late Fees

Q. What is Viasat's late-fee policy during the Pledge period?

- A. Viasat is waiving all late fees during the Pledge period.

Q. How can I qualify for waived late fees?

- A. All customers unable to pay their Viasat Internet bills during the Pledge period qualify for waived late fees.

Q. Do I need to opt-in to the late-fee waiver part of the Pledge or will my late fees automatically be waived?

- A. You do not need to opt-in to the late-fee waiver. Viasat is automatically waiving all late fees during the Pledge period.

Q. I am behind on my bills, or I know I will not be able to pay my current or upcoming bill by the due date listed on my bill. I am worried about late fees.

Do I need to contact Viasat to seek waiver of any late fees. If so, how can I contact the company?

A. You do not need to contact Viasat to seek waiver of any late fees during the Pledge period. Viasat will not assess any late fees for unpaid bills occurring during the Pledge period. If you would like to contact Viasat, please call Customer Care at 855-463-9333 (residential customers) or 855-313-4111 (business customers).

Q. When will Viasat begin charging late fees again?

A. Viasat's residential internet service does not charge late fees. For business customers, Viasat may begin charging late fees for select customers after the Pledge period, July 1, 2020.

Changes in Broadband/Wireless Service

Q. Has Viasat made any changes to its data caps or data speeds for my broadband/wireless service?

A. For residential customers, Viasat has made network changes to optimize the delivery of traffic related to working from home and attending school from home during network congestion, even when you have exceeded your usage threshold or used more data than your plan allows. This means that you should always be able to perform your basic work and school activities from home at normal speeds.

For business customers with a metered rate plan, your speeds will not be slowed down regardless of your data consumption. For business customers with unlimited data plans, the above traffic optimizations associated with working from home or going to school from home also apply.

Q. I'm worried that I can't pay my broadband/wireless bill by the due date.

Will I experience any change in my data caps or data speeds as a result?

A. No. If you are concerned with paying your bills, we recommend you contact us and transition to the Hardship Service plan (available to residential customers). This plan is \$20 a month and is designed to allow you and your family to do the critical things you need to do on the internet. Transitioning to this plan will help you avoid a larger bill at the end of the Pledge period.

For Business customers, you may want to consider our less expensive plans. Please call Business Care at 855-313-4111 for any help understanding plan details. For those business customers who are not currently using their internet circuit, you can call and request for your service to be paused. While paused, no charges or fees will accrue on

your account, and you will not be charged a reconnection fee once you choose to resume service.

Q. More people are working from home and communicating online.

Does Viasat have enough bandwidth to accommodate everyone? Will I experience any service issues as a result of this increased demand?

A. Our primary goal is to ensure our customers have a good experience. Our satellite and ground systems are designed to allow us to make network adjustments and to meet dynamic traffic needs. We are closely monitoring the situation and doing our best to ensure our customers get the best experience possible.

Q. If Viasat lowers my data caps or data speeds for any reason during this crisis, will Viasat notify me?

A. Yes, Viasat will always notify you if it changes your service plan.

Q. I am afraid I can no longer afford my current service plan with Viasat, but I currently have a contract with Viasat.

Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan?

A. You are never charged for switching to a less expensive plan. If you are having trouble making payments on your current service plan, Viasat recommends that you contact us and ask about our Hardship Plan (available to residential customers). If you cancel service and are still within the minimum service term of your contract, you may be charged early termination fees.

For Business customers, you may switch to any less expensive business plan without any penalty or fee. Please call 855-313-4111 for help understanding plan details. For those business customers who are not currently using their internet circuit, you can call Business Care and request for your service to be paused. While paused, no charges or fees will accrue on your account and you will not be charged a reconnection fee once you choose to resume service.

Q. I need to cancel my broadband/wireless service because I can no longer afford it due to this crisis.

Will Viasat charge me a reinstallation or reconnection fee if I reestablish service in the future?

A. Yes, when you cancel service you will need to return Viasat's equipment per your Customer Agreement. If you wish to reconnect service with Viasat, Viasat will need to come out and reinstall new equipment at your home. You will be charged the then current rates for such an installation.

For business customers who are not currently using their internet circuit, you can call Business Care and request for your service to be paused. While paused, no charges or fees will accrue on your account and you will not be charged a reconnection fee once you choose to resume service.

Cable Television

Viasat does not directly provide cable television services.

Cellphone Leasing/Purchase

Viasat does not provide cellphone services.

Wi-Fi Hotspots

Q. Viasat offered to open its Wi-Fi hotspots during the Pledge period.

What does this mean?

A. Viasat has enabled free access to its publically available Wi-Fi hotspots, which are primarily located in state national parks.

Q. How can I locate the Wi-Fi hotspots that Viasat is making publicly accessible during the Pledge period? Does Viasat have a map available of all Wi-Fi hotspots?

A. Unlike some wireless carriers and cable companies, Viasat does not have a nationwide deployment of public Wi-Fi hotspots that residential customers can roam onto. Most of the hotspots in the U.S. that Viasat manages are in partnership with the U.S. Navy and a handful of state parks. Free Wi-Fi is already available for sailors at the Navy bases that Viasat services. Additionally, as part of the FCC pledge, Viasat has enabled free access at the campgrounds we connect through our state parks agreements.

Low-Income Programs

Q. What current programs does Viasat offer to low-income customers that need access to broadband and/or telephone services?

A. Viasat does not have any specific offers for low-income customers. Viasat is offering a Hardship Service plan for customers who are having trouble paying their bills. This plan will provide a minimum level of internet service for a low cost of \$20 per month. Customers who are having trouble paying their bills or are worried about a large bill due after the Pledge period are encouraged to consider our Hardship plan.

Q. Who qualifies for these broadband and/or telephone low-income assistance programs?

A. Viasat does not have any specific offers for low-income customers.

Q. How can I sign up for these broadband and/or telephone low-income assistance programs?

A. Viasat does not have any specific offers for low-income customers.

Q. Does Viasat offer any cable service packages for low-income households? If so, what are they?

A. No, Viasat does not offer any cable service packages for low-income households.

Q. Does Viasat participate as a provider in the FCC's Lifeline Program?

A. No, Viasat does not participate as a provider in the FCC's Lifeline Program.

Q. What benefits can I receive as a Viasat customer through the Lifeline Program?

A. Viasat does not participate as a provider in the FCC's Lifeline Program.

Q. I am a current Lifeline customer with Viasat.

Will I be asked to certify or verify my Lifeline eligibility during the Pledge period?

A. Viasat does not participate as a provider in the FCC's Lifeline Program.

Contacting Viasat During COVID-19

Q. What is the best way to contact Viasat with any questions or concerns during the COVID-19 crisis?

A. Our call center is experiencing high call volumes. Viasat encourages customers to use its many self-help tools available to you, including the customer portal found at my.viasat.com. This web-based portal will allow you to get immediate help without having to pick up the phone. You can also visit help.viasat.com to view many informative troubleshooting articles.

For Business customers, you can readily access our Business Self-Help options by going to [MyAccount](#).

Q. I am worried that customer service phone lines will be overloaded.

Does Viasat offer live chat or other Internet-based assistance with live customer service personnel?

A. Viasat offers several options for customer assistance. You can visit the online portal at my.viasat.com and if you would like to live chat with an agent, click on the Help area at the top of the page. If you'd prefer, you can call us at 855-463-9333 to speak with an agent. When you are in the phone system, there's an option to begin a live chat with an agent via text message when phone support agents are busy.

Technical Assistance and Social Distancing

Q. What precautions is Viasat taking to maintain social distancing during service calls and at its stores?

- A. Viasat has implemented several measures to ensure the safety of Viasat's customers and technicians during a service calls. These measures include: (1) no handshakes or other physical contact during introductions, or after a job is complete; (2) verifying that all occupants of the premises are healthy before entering, (3) wearing safety equipment such as rubber gloves and masks, (4) using disinfecting wipes to clean surfaces before and after a service call; and (5) practicing social distancing at all times at a customer's premises. Further, Viasat has been working with its partners to ensure its technicians have safety equipment and supplies available for use during service calls.

Viasat does not directly provide public store locations.

Other Assistance Programs

Q. Is Viasat offering any other programs or assistance to Massachusetts residents during the COVID-19 crisis? If so, what are they?

- A. As mentioned above, Viasat is offering customers a Hardship service plan. This plan will provide a minimum level of internet service for a low cost of \$20 per month. Customers who are having trouble paying their bills or are worried about a large bill due after the Pledge period are encouraged to consider our Hardship plan.

For business customers who are not currently using their internet circuit, you can call Business Care at 855-313-4111 and request for your service to be paused. While paused, no charges or fees will accrue on your account and you will not be charged a reconnection fee once you choose to resume service.

Q. What steps is Viasat taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis?

- A. Viasat has been optimizing its network for e-learning programs and applications to help improve these applications' performance during times of network congestion. In addition, Viasat is working with various state and local governments to try to expand its services to help students stay connected.

Q. What steps is Viasat taking to help health care workers stay connected to patients and incorporate telemedicine into their practice during the COVID-19 crisis?

- A. Viasat has made an effort to identify existing business customers in the health care industry and optimize their connections and speeds as much as possible during times of network congestion. In addition to the above, health care workers receive the same benefits as the rest of Viasat customers from the FCC pledge.