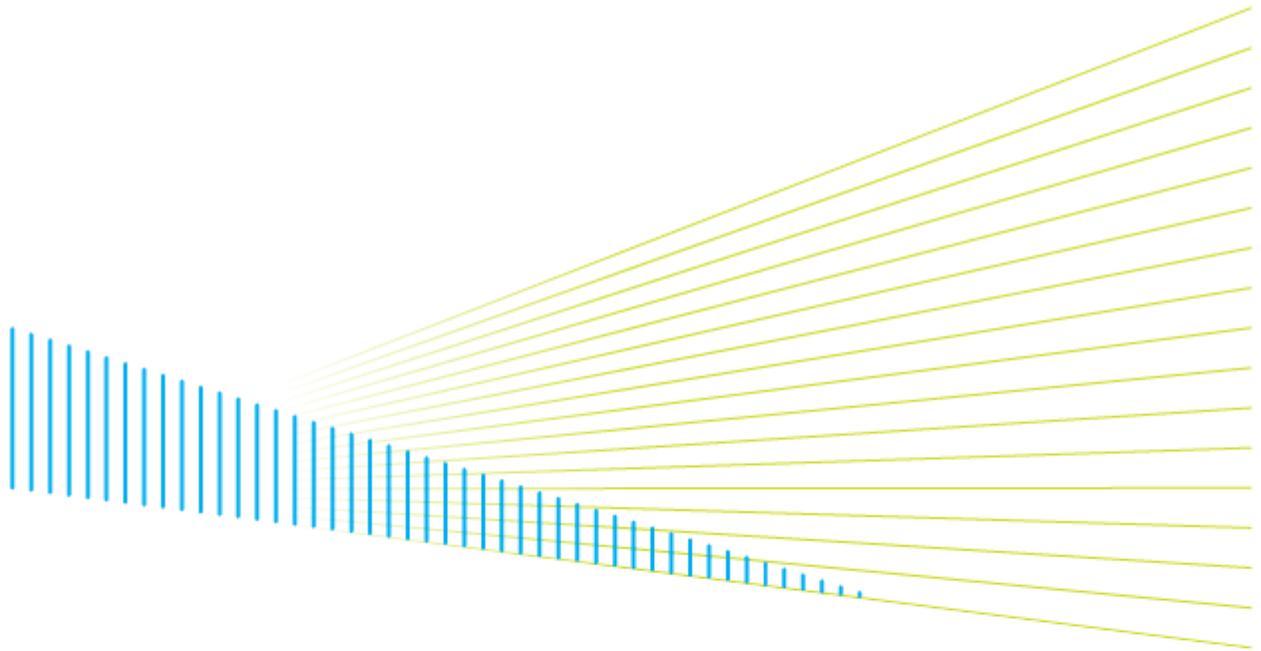


Viasat Business Internet Frequently asked questions

Answers to the most commonly asked questions about how our services supports businesses



Plan features and terms of service

1. What plans are available?

Viasat Business offers 35/4 Mbps (download/upload) plans to over 96% of the U.S. population. In select areas you can also get 60/4 and 100/4 Mbps plans. In the few places where 35/4 Mbps is not available, we offer 12/3 Mbps.

2. What's special about Viasat's business plan?

- Priority connection – All of our business plans are prioritized over residential accounts so that business traffic is not impacted by residential traffic like YouTube, Netflix, gaming, etc.
- Fast installation – Once the order is placed, we install typically within 3-5 business days

3. What about plan pricing?

- We offer unlimited data plans starting at \$175/month, and metered plans for as low as \$50/month
- We have all-in pricing with no hidden costs
- Price includes hardware lease fee and 3 persistent IP addresses

4. Are your unlimited data plans really unlimited?

We offer truly unlimited data and business customers will never be charged overage fees. Like other providers' unlimited plans, there is a data threshold (but not a hard data cap).

Unlike 4G and 5G providers, we don't automatically slow your speeds when you hit your threshold. It is very rare for business customers to reach their data threshold. Data thresholds for our unlimited plans are very generous and support most customer's needs. For our Unlimited 12 and Unlimited 35 plans, the threshold is 75GB; for Unlimited 60 – 150GB, and for Unlimited 100 – 200GB.

If you reach the service plan's designated data threshold, you may experience slower speeds ONLY if the network is congested (which is typically during the evening after business hours). Another thing to consider when you hit your data threshold is that your speeds might not slow but your traffic will lose its 'business priority' on our network until the next billing cycle.

5. If I have one of your metered data plans, what happens if I go over my allotted data?



There are no data caps on our metered plans, so your business will never be slowed down. We charge a price per additional GB used each month. Prices vary based on your service plan, so please check which service plan you have.

6. How do I know how much data I'm using?

Every week you will receive a data usage report for the current billing period. You can also check your usage at any time by going to www.viasatbusiness.com and selecting "Current Customers."

7. Can I change my plan?

Plans can be changed at any time during the 24-month term. Just call our Business Support team at 855-313-4111. In most cases plans can be changed instantly over the phone. In some cases we will need to ship a new modem, which includes a small upgrade fee. Changing plans does not impact the terms of service.

8. Do you provide static IP addresses?

We provide (3) free persistent IP addresses with each service plan. A persistent IP address is similar to a static IP address in that it is uniquely assigned to each device, is publicly addressable, and once it's assigned to a device it doesn't change.

9. What are your upload speeds?

Our upload speeds are either 3 or 4 Mbps, depending on the plan you purchase. Our U.S.-based satellite is currently optimized for download speeds up to 100 Mbps, but we are working on continuously improving upload speeds.

10. What happens if I need to shut my service off before the 24-month term is up?

Viasat Business early termination fees are only \$15 per month remaining on your contract. You can also change your plan to the lowest available (\$50/mo.) and keep the service for backup.

11. Is there a trial period? Can I transfer service?

We do not offer a trial period, but as mentioned above, our early termination fees are very inexpensive. If you want to transfer service to a new location, you will need to cancel your existing service agreement and start a new one.

12. Do you provide multi-site discounts?

We do not offer multi-site discounts.

Applications, weather and latency



1. How do I know how much data I need?

Each business is unique in terms of data usage, but 80% of our typical business customer base uses less than 50GB per month. We also offer unlimited plans for those businesses that use more data, or prefer not to be concerned with data overage fees.

2. Does VoIP really work over satellite?

Our service supports most VoIP solutions “out-of-the-box.” In rare cases you may need to tune your VoIP configuration. If you experience an issue, contact our Business Support team and we can help recommend the appropriate settings adjustments.

3. Can I use VPN with your service?

VPNs work over satellite. However, performance is impacted because encrypted traffic cannot be accelerated. With IPsec VPNs you will see speeds of ~5/1 Mbps. SSL-based VPNs perform better with Viasat as these connections benefit from TCP acceleration.

4. Does your service support credit card/POS systems?

Our service works great for retailers and businesses needing to process electronic payments.

5. Does your service work with SD-WAN?

Viasat is an excellent option for SD-WAN solutions. Because our service comes from space, we are completely diverse from land-based carriers and provide an increased level of redundancy and reliability.

6. Is satellite internet a good option for backup?

Viasat Business internet is an excellent first choice for a backup connection. Our satellites are located 23,000 miles above Earth, making Viasat a truly redundant service that is not impacted by common terrestrial issues including cut lines, downed poles, fallen trees, construction, or local network outages.

7. Does weather impact the service?

Severe weather can impact the service, but it is very rare for a complete interruption of service. Viasat proactively monitors weather nationwide and dynamically adjusts the signal strength and waveforms to mitigate storm impact. This is made possible by proprietary features we embed in our satellite network to dynamically transfer service to different access nodes as needed.

8. My satellite TV works poorly in bad weather, how does this differ?

Our satellite service uses a different band of spectrum for connectivity. It is more powerful and thus allows two-way communication between the ground and the satellite. Satellite TV uses a one-way broadcast that can be interrupted easily by environmental conditions.



9. What about latency?

Due to the nature of our service, there is about 600ms RTT latency. That's the time it takes the signal to travel up to space, down to the core node on earth, back up to the satellite in space and then back down to the end user on Earth. This latency is a non-issue for most applications including POS, network management, VPN, and even VoIP. Extremely chatty applications like Virtual Desktop Infrastructure (VDI) and Citrix may experience slow speeds.

Installation

1. How long will it take to get my service turned on?

We typically install within just 3 to 5 days after placing your order.

2. How much is installation?

Installation is a one-time fee that is typically \$300. We offer promotions with discounted installation. Contact Business Support for more details.

3. How does installation work?

Installs are done by authorized Viasat dealers throughout the country, which is part of the reason we are able to install so quickly. Viasat supports these local small businesses by partnering with them to do our installations.

4. How is the dish installed?

There are multiple ways a satellite dish can be installed. The most common is our non-penetrating roof-top mount. We can also install using a pole or side-of-building mount. Other options are available as well. Contact Business Support for details.

Support and billing

1. When is your support desk open?

We are open 7-days a week from 7:00AM to 1:00Am CST.

2. What are my billing options?

Payment can be made automatically by credit card, or electronic fund transfer (EFT). For customers with multiple locations you will receive a consolidated invoice with standard billing options.



For more information about Viasat Business Internet, please visit www.viasatbusiness.com

If you're a current or potential reseller, please email your regional sales manager or businesspartners@viasat.com .

