

Current Disclosures on Viasat systems (February 15, 2019) Subject to change without notice.

Credit Check

A basic credit check is done based on Name, Date of birth, Address and bills to that address.

System Limitations

- The performance of some games over the Internet is very poor and some games may not work at all.
- **[NON- Viasat WiFi Modem or Viasat Wireless Gateway customers]** To use your Viasat Internet service on multiple devices, you will need a wireless router.
- Virtual Private Networks (VPNs) and other remote computer access software (such as those used to connect company servers to computers of people working from home) may be very slow or may not work at all.

Up to Speeds

- Speeds are “up to,” are not guaranteed and will vary.

Unlimited Data Policy / Data Allowance Policy [Unlimited data plan customers]

- **[Bronze 12 customers]** This service plan includes unlimited data. You will receive video streaming at small screen quality, typically up to 360p. After [35 GB / 40 GB] of data usage, we may prioritize your data behind other customers during network congestion, which will result in slower speeds. Streaming video quality is “up to,” will vary and is not guaranteed.
- **[Silver 12 customers]** This service plan includes unlimited data. You will receive video streaming at DVD quality, typically up to 480p. After 45 GB of data usage, we may prioritize your data behind other customers during network congestion, which will result in slower speeds. Streaming video quality is “up to,” will vary and is not guaranteed.
- **[Silver 25 customers]** This service plan includes unlimited data. You will receive video streaming at DVD quality, typically up to 480p. After [60 GB / 100 GB] of data usage, we may prioritize your data behind other customers during network congestion, which will result in slower speeds. Streaming video quality is “up to,” will vary and is not guaranteed.

[Liberty and Basic 25 plan customers] The service plan you have chosen comes with a Priority Data allowance similar to minutes on a cell phone plan, except that instead of minutes, you have a specific number of GBs you may use during each monthly billing period.

- If you use more Priority Data than your service plan provides, you will receive Liberty Pass for the remainder of your monthly billing period.
- Liberty Pass speeds will be slower than Priority Data speeds, do not support video streaming on multiple devices and may not support streaming of high-definition video.
- Liberty Pass speeds will vary based on the time of day and your geographic location, and may be extremely slow when the network is busy, typically in the evening hours (about 5:00 p.m. – 2:00 a.m. local time), which may greatly impair your ability to use the internet.
- Liberty Pass users will receive lower priority on the network than subscribers who have not exceeded their data allowance or other data threshold, and heavier users of Liberty Pass may experience slower speeds than lighter users.
- This service plan includes the Video Data Extender feature that streams video at DVD quality (optimized for 480p), which allows you to get more out of your monthly data allowance or other data threshold. This feature is turned on by default. Not all video sources are identifiable and available to benefit from the Video Data Extender. You can turn the Video Data Extender off or on at any time by visiting www.account.viasat.com.
- **[Liberty plan customers]** Your plan features a Free Zone, providing unmetered access to everything from 3 a.m. to 6 a.m. daily.
- **[Basic 25 plan customers]** Your plan features a Free Zone, providing unmetered access to everything from 3 a.m. to 8 a.m. daily.

3-month Promotional Price Discount [Unlimited]

[Customers receiving a 3-month promotional price discount for purchasing an unlimited data plan]

- **[Bronze 12 and Bronze 25 customers]** You will receive a monthly price discount of [\$20.00 / \$30.00] for the first three full months after activating your service.
- **[Silver 12 customers]** You will receive a monthly price discount of \$50.00 for the first three full months after activating your service.
- **[Silver 25 customers]** You will receive a monthly price discount of \$30.00 for the first three full months after activating your service.
- **[Gold 12, Gold 30, Gold 50 & Platinum 100 customers]** You will receive a monthly price discount of \$50.00 for the first three full months after activating your service

3-month Promotional Price Discount [Liberty Plans in Augmented Beams]

- **[Customers receiving a 3-month promotional price discount for purchasing a Liberty service plan –offers only available with Liberty Plans in augmented beam areas]**
- **[Liberty 12 customers]** You will receive a monthly price discount of \$20.00 for the first three full months after activating your service.
- **[Liberty 25 and Liberty 50 customers]** You will receive a monthly price discount of \$25.00 for the first three full months after activating your service.

EasyCare [not available in Alaska and Hawaii] Customers subscribing to EasyCare

- The monthly price for EasyCare is \$8.99 per month. This monthly charge will be waived for your first 90 days of service.
- You may cancel EasyCare at any time by calling Viasat at 1-855-463-9333. If you cancel EasyCare within 90 days after purchasing it, you may be charged the standard rate that would have been applicable for each service call made at your address during that 90-day period. Also, if you cancel EasyCare, you may not be eligible to add EasyCare to your account for up to 180 days.
- Additional terms and conditions applicable to EasyCare are in the EasyCare Plan Addendum to your Customer Agreement available at www.exede.com/legal.

Contract Terms

There is no trial period for these services and you are entering into a 24-month commitment with Viasat. You will be billed \$15 for each remaining month of the agreement not completed should you decide to cancel your service before the 24-month commitment expires.

[The No Long Term Contract Option] I want to remind you that the no long-term contract option requires an upfront \$300 nonrefundable payment. You will have no minimum service term commitment and you may cancel service at any time without a termination fee.

- Service is for residential and non-commercial use only.

Billing

- **[Customers using a credit or debit card]** 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.
- **[Customers using an ACH/EFT payment method]** Do I have your consent to verify with a consumer reporting agency or other third party that the bank account you have provided is valid, available and acceptable to Viasat for electronic payments on your customer account? No funds will be held in connection with this verification process.
- A standard installation fee of \$___ will be charged to complete this order. (Ask about current prices.)
- Your monthly service fee is \$___. (Ask about current prices.)
- You will be charged a monthly equipment lease fee of \$ 10.00 or a one-time, nonrefundable charge of \$299.99 for the Lifetime prepaid lease option. Please remember that you must return all leased equipment to Viasat should you ever terminate your service or you will be charged \$300 (up to \$600.00 depending on your system) for unreturned equipment.
- The two-year price lock guaranty applies only to internet service and equipment lease fees before any promotional discounts and excludes taxes and surcharges.
- Viasat bills the monthly service fee and lease fee in advance. All fees are automatically charged to your payment method on file.
- All billing notices will be sent to your email address on file; you will not receive a paper bill in the mail.

Installation

- To receive service, you must have a clear line of sight from your household to the satellite (in the Southern / South Eastern sky).
- At the time of installation, you or someone at least 18 years old authorized to act on your behalf, must be present to sign the electronic customer agreement.
- If your dish requires a non-standard installation, there will be an additional charge. (For additional materials and associated labor.)
- Some roof materials, or wall materials, or line of sight will not allow for a standard installation, thus requiring a non-standard installation.