

Disclosures and Misc Info

January, 2017

Credit Check There is a basic credit check based on your residence and Date Of Birth. (As of the moment, a SSN in not required.)
“As part of this ordering process, we perform a credit check. Do I have your consent to perform a credit check?”
(Providing your information to build an account is an affirmation of this pre-requisite.)

CONTRACT TERMS AND BILLING

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.

Billing

[For 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.

[For customers using an ACH/EFT payment method]

I will need 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. (Depends on Beam promo.)

Your monthly service fee is \$ _____. (Depends on Package chosen. This does not include the lease fee.)

You will be charged a monthly equipment lease fee of \$9.99 or

a one-time, non-refundable charge of \$199.99 for the 24-month or

a one-time, non-refundable charge of \$299.99 for the Lifetime prepaid lease option.

[For the customer who purchased the **24-month prepaid lease**: After the prepaid lease expires, you will be charged a monthly equipment lease fee of \$9.99.]

Please remember that you must return all leased equipment to ViaSat should you ever terminate your service or you will be charged \$300 for unreturned equipment.

The three-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.

System Limitations

The performance of some games over the Internet is very poor and some games may not work at all. High activity “war games” for example experience to much lag time. You shoot, but you have been shot already.

To use your Exede Internet service on multiple devices, you will need a wireless router. Some plans include a built in Exede WiFi router. (Usually Boost 25 or router add-on accounts.)

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 may vary and are not guaranteed.

3-month Promotional Price Discount & Data Bonus [For customers receiving a 3-month promotional price discount and Data Bonus for purchasing a Liberty service plan]

o [For Liberty 12 customers] You will receive a monthly price discount of \$20.00 and 12 GB of additional data for the first three full months after activating your service.

o [Liberty 18 customers] You will receive a monthly price discount of \$30.00 and 18 GB of additional data for the first three full months after activating your service.

o [Liberty 30 customers] You will receive a monthly price discount of \$50.00 and 30 GB of additional data for the first three full months after activating your service.

[For customers receiving a 3-month promotional Data Bonus for purchasing a Liberty service plan]

o [Liberty 12 customers] You will receive 12 GB of additional data for the first three full months after activating your service.

o [Liberty 18 customers] You will receive 18 GB of additional data for the first three full months after activating your service.

Disclosures and Misc Info continued

**Bandwidth Usage Policy / [Liberty plan customers]
Data Allowance Policy**

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 Liberty 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 service.
- 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.
- **[Liberty plan customers receiving a Boost 25 service plan]** The up to 25 Mbps download speeds only apply to Priority Data, not Liberty Pass.

[FREEDOM plan customers] Under the Freedom plan:

- If you use greater than 150 GB of data during your monthly billing period, your web and email speeds may not be slower, but other types of internet use, including video streaming, will be slower until the end of your monthly billing period.
- When our network is busy and you have used greater than 150 GB of data, you will have lower priority on our network until the end of your monthly billing period. This may result in slower speeds when the network is busy.
- ViaSat may contact you and request that you reduce your monthly usage below 150 GB or transition to another service plan. If you do neither, ViaSat may terminate your service.
- Service is for residential and non-commercial use only.

[Freedom plan customers receiving a Boost 25 service plan] The up to 25 Mbps download speeds only apply to data used within your data threshold.

[Exede Classic and Essential 10 customers] The service plan you have chosen comes with a data allowance plan similar to minutes on a cell phone plan, except that instead of minutes, you have a specific number of GBs that you may use during each monthly billing period.

- If you use more data than your data plan provides, ViaSat may significantly slow and/or restrict your service, or certain uses of your service, until the end of your monthly measurement period. You will always have the option to buy more data to restore your speeds or service, but you are not required to do so.

Exede EasyCare [not available in Alaska and Hawaii]

[For customers subscribing to Exede EasyCare]

- The monthly price for EasyCare is \$5.99 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 Exede EasyCare Plan Addendum to your Customer Agreement available at www.exede.com/legal.

INSTALLATION

Installation

To receive service, you must have a clear line of sight from your household to the satellite (in the southern 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. This would be any type of install that does not use the standard three point or stub mounts, mounted on a wood based wall or shingle roof, such as a pole installation into the ground.