

# Frequently asked questions:

## **Is there a Free Zone?**

No. There's no need for a Free Zone with Unlimited Data Plans. The Free Zone was created to give additional data to our customers on older plans. With our new Unlimited Data Plans, you don't have to wait until 3am to download files.

## **Will my internet service be slower after I've used 150 GB of data?**

When the network is not busy, nothing will happen to your service speeds. When the network is busy, Viasat may prioritize your data behind other customers, which will result in slower speeds. Web pages and videos may respond and load more slowly than during periods of non-congestion.

Viasat reserves the right to throttle speeds:

BRONZE 12 - after 40 GB

SILVER 25 - after 60 GB

GOLD 30 - after 100 GB

## **Is this the same as the Freedom Plans offered previously?**

No. If you used more than 150 GB of data on a Freedom Plan, your speeds were slowed all day, every day, until the end of your monthly billing period. On an Unlimited Data Plan, your speeds remain normal after 150 GB of usage. Instead, when the network is busy, your Unlimited Data Plan may be prioritized behind other customers after 150 GB of data usage, resulting in lower speeds.

## **Are there any installation fees?**

The Liberty 12 Plan will have a \$49.95 installation fee for a standard installation. All other plans will include free standard installation. Pro-rated month plus first full month of service is due the day of installation. If the house has a metal roof, the equipment will need to be installed on a designated pole.

## **Do these plans require a contract?**

All of our plans require a 24 month agreement because of the cost of equipment and installation. We ensure top quality installations by using experienced technicians. If, at any time, the service doesn't seem to be working as well as you would like, give us a call and someone will contact you regarding your concerns.