



Viasat Unlimited Data Policy

Viasat’s unlimited data service plans, Bronze 12, Silver 12, Silver 25, Gold 12, and Gold 30 each do not have a monthly data allowance. The amount of data you use will not affect your service speeds, unless the network is congested. After you exceed the data usage threshold for your service plan listed in the applicable chart below during your monthly measurement period, Viasat may prioritize your data behind other customers during network congestion, which will result in slower speeds. Starting on the first day of your monthly measurement period, all uploaded and downloaded data transmitted using your Viasat service counts towards your monthly data usage threshold. At the end of your monthly measurement period, your data usage resets to zero.

The data usage thresholds for each unlimited data plan are defined in the charts below:

Bronze 12, Silver 12, Silver 25, Gold 12, Gold 30 (purchased on or after February 13, 2018)

Plan Name	Data Usage Threshold
Bronze 12	40 GB
Silver 12	60 GB
Silver 25	60 GB
Gold 12	100 GB
Gold 30	100 GB

Each Viasat unlimited data plan differs by the video streaming quality as defined in the chart below:

Plan Name	Video Streaming Quality
Bronze 12	Small screen quality, typically up to 360p
Silver 12, Silver 25	DVD quality, typically up to 480p
Gold 12, Gold 30	High-definition quality, typically up to 720p

Even though each unlimited data plan offers service speeds capable of streaming video at higher quality, your unlimited data plan’s video quality is set in accordance with the chart above. Streaming video quality is “up to,” may vary and is not guaranteed. Not all video sources are identifiable and some video sources may stream at a higher quality.

Q: How much monthly data usage is available with my unlimited service plan?

A: On an unlimited service plan, there are no limits to how much data you can use during your monthly measurement period. On the Bronze, Silver, and Gold unlimited data plans, after 40, 60, and

100 GB of data usage, respectively, Viasat may prioritize your data behind other customers during network congestion, which will result in slower speeds. When the network is not congested, nothing will happen to your service speeds even if you have used over your monthly data usage threshold.

Q: What happens to my unlimited data service plan during network congestion?

A: Generally, when the network is congested (i.e. busy) all customers will receive slower internet speeds. Web pages and videos may respond and load more slowly than during periods of non-congestion. If you have used more than your monthly data usage threshold and the network is congested, your speeds will be even slower. Please see Viasat's Network Management Policy for full details on Viasat's network management policies.

Q: Will my video quality be affected when the network is congested?

A: Typically no, unless the network is so congested that Viasat is unable to deliver you the minimum speeds necessary to watch video at the video quality available with your service plan.

Q: How do I know how much data I have used?

A: You can access your usage meter by going to a link available here: <http://jrecoop.ruralportal.net>. Log in using your username and password and click on the "Usage/BuyMore" tab to see your current data usage.

Q: Do you reset the measurement of my data usage each month?

A: Yes. Each month, on the date you were initially installed, your data usage resets to zero. You can find your reset date by going to our website and logging in using your username and password: <http://jrecoop.ruralportal.net>

Q: Can I BuyMore data if I go over my data usage threshold during my monthly billing period?

A: No. BuyMore is not available on an unlimited data plan.

Q: Will the video quality available with the service plan I purchased apply to each device in my home or do I need to share that video quality amongst all my devices?

A: The video quality for your service plan will apply to each device in your home. If you've selected a service plan that provides high-definition quality, each device in your home will be able to receive video in high-definition quality.

Q: May I use the data I receive through my unlimited data service plan for business purposes?

A: No, other than for home office purposes. The service is for personal and non-commercial use only, and must be used solely in your residence and not in any commercial, retail or other business location (other than a home office in your residence).

Q: Why do my speeds vary at times when I haven't used much data at all?

A: The speed of the internet service may vary due to, among other factors, network or internet congestion, the number of users in a household at a particular time, the caliber of in-home networking connections, computer performance (including the presence of viruses or malware), the limitations of different devices (such as a smartphone versus a desktop computer) and weather.