



ViaSat Data Allowance Policy – Residential Exede Classic and Evolution Internet Plans

General. If you are a subscriber to an Exede Classic or Exede Evolution Internet Plan, you have a monthly data allowance. Starting on the first day of your monthly measurement period, all uploaded and downloaded data (except as otherwise noted below under “Exede Evolution Data Counting”) transmitted using your ViaSat account during metered hours in your local time zone counts toward your data allowance. Metered hours for the Exede Classic Plans are from 5:00 a.m. until midnight each day and for the Exede Evolution Plans are from 8:00 a.m. until 3:00 a.m. each day. You can link to your usage meter at <http://www.exede.com/customer-support/portal-access>. At the end of each monthly measurement period, your data usage resets to zero. Any unused data or additional purchased increments of data do not carry over to the next month.

Exede Evolution Data Counting. Under the Exede Evolution Plans, accessing web pages and email will generally not count toward your monthly data allowance. However, all other Internet usage will count toward your monthly data allowance, including Internet activity embedded in web pages or email, streaming video or audio media, playing online games, uploading or downloading files on a browser or through any third-party application, third-party applications, data (including web pages or email) transferred through a virtual private network or other forms of remote access, voice or video chatting, or sending or receiving emails with attachments greater than 25 MBs.

Exede Classic and Exede Evolution Excess Use. If your data usage reaches 100% or more of your monthly data allowance, we will alert you of this fact and offer you the option to purchase additional increments of data to use during the remainder of your measurement period. If at any time your data usage exceeds your data allowance and you have not purchased additional increments of data, ViaSat may significantly slow and/or restrict your service, or certain uses of your service, until the end of your monthly measurement period; provided, however, that (i) if you have an Exede Evolution Plan, you will continue to have access to web pages and email at the regular speed, and (ii) with both the Exede Classic and the Exede Evolution Plans, you will be able to continue to engage in all Internet activities at the regular speed during your free zone.

The table below shows the monthly data allowances for the Exede Classic and Exede Evolution Plans.

Residential Exede Internet Plans

	Classic Plan 1	Classic Plan 2	Classic Plan 3	Evolution Plan 1	Evolution Plan 2
Data Allowance (GB) ^{1,2,3}	10	15	25	5	20

¹ If you are a Recovery Act Program subscriber, your data allowance is stated in the Recovery Act Addendum to your Customer Agreement.

² Your Exede Voice data usage does not count toward your monthly data allowance.

³ Plans may have promotional periods in selected locations with increased data limits.

This Policy contains important information about your use of the ViaSat service and your relationship with ViaSat. If you do not agree with this Policy, you are not permitted to use the ViaSat service and must terminate your account immediately, subject to the terms of your Customer Agreement. For additional information about permitted uses of the ViaSat service, see our Acceptable Use Policy at <http://www.northlc.com/customer-log-in>. For information about our network management practices, please see our Network Management Policy at <http://www.northlc.com/customer-log-in>.

ViaSat may revise this Policy from time to time upon notice by posting a new version of this document on exede.com, wildblue.com, wildblue.net or any successor URL(s). All revised copies of the Policy are effective immediately upon posting. Questions regarding this Policy can be directed to ViaSat via Communications.Legal@ViaSat.com.

Frequently Asked Questions

- **Q:** How do I know when I've gone over 100% of my data allowance?
 - **A:** When Exede Classic and Exede Evolution Plan customers reach 100% of their monthly data allowance, we will send an email alert to the contact email address that is on file for the account. In addition to the email alert, a link to your usage meter is available here: <http://www.northlc.com/customer-log-in>. Log in using your user name and password and click on the "Usage/BuyMore" tab to see your current data usage.
- **Q:** As an Exede Evolution customer, what happens to my Internet service when I use 100% of my data allowance?
 - **A:** You will continue to have access to email and web pages at the regular speed. Certain other uses of your service such as downloading video or audio media may be significantly slowed and/or restricted and some services will not be usable. However, you will be able to continue to engage in all Internet activities at full speed during the Early Bird Free Zone.
- **Q:** As an Exede Classic customer, what happens to my Internet service when I use 100% of my data allowance?
 - **A:** Your service or certain uses of your service may be significantly slowed and/or restricted. This means that certain web pages and online applications will take significantly longer to load and some services will not be useable. However, you will be able to continue to engage in all Internet activities at full speed during the Late Night Free Zone.
- **Q:** What do you mean by "significantly slowed and/ or restricted"?
 - **A:** Your service, or certain uses of your service, will be very slow or curtailed. For example, streaming videos and music, large file downloads, virtual private networking, voice/video chat, gaming and cloud backup services will not work. Remember that using the Late Night Free Zone or Early Bird Free Zone, the Buy More option or upgrading your service plan are all ways to avoid the significant slowing or restrictions that will result if you use 100% of your data allowance.
- **Q:** Why do you restrict service?
 - **A:** Service is restricted only if you exceed your data allowance. Wireless networks, like satellite, are more likely to become overloaded by heavy video usage. We put limits on the total amount of bandwidth a subscriber can use so that our service can maintain high speeds even during the busiest hours of the day.
- **Q:** After I use 100% of my data allowance, do you ever remove the restrictions and slowed speeds?
 - **A:** Yes. In fact, there are many ways to get back to normal, unrestricted service. First, if your data plan includes a free zone, all restrictions are removed during that time period. The Late Night Free Zone removes restrictions from 12:00 am to 5:00 am every day and the Early Bird Free Zone removes restrictions from 3:00 am to 8:00 am every day. Second, you can change your plan to one that has a higher data allowance at any time by calling Customer Care. Third, you can Buy More data in 1 GB increments for \$9.99 per 1 GB. Simply go to this website and log in using your user name and password: <http://www.northlc.com/customer-log-in> Then, click on the Usage/BuyMore tab. Lastly, at the start of each monthly measurement period, your data allowance is reset to the amount applicable to your plan (e.g., 10 GB).

- **Q:** What is my monthly measurement period?
 - **A:** Your monthly measurement period begins and ends along with your monthly billing cycle. Each month, on the date your bill is due, we reset your data allowance. You can find your reset date by going to our website and logging in using your user name and password: <http://www.northlc.com/customer-log-in>.
- **Q:** Can I increase my data allowance?
 - **A:** Yes, you can increase your data allowance by (i) upgrading to a service plan with a higher data allowance by calling Customer Care, or (ii) using the Buy More option to purchase 1 GB increments of data for \$9.99 each by logging into our web site with your user name and password: <http://www.northlc.com/customer-log-in>
- **Q:** Does Exede Voice count toward my data allowance?
 - **A:** No it does not. In fact, your Exede Voice service will remain fully functional even if your Internet service has exceeded 100% of your data allowance.