

## Viasat Prioritizing Some Types of Traffic During COVID-19 Pandemic

We understand that right now you need Internet access more than ever for work, school and to maintain social connections. The coronavirus pandemic has resulted in a substantial increase in Internet demand and an unprecedented shift to higher need during daytime hours. Though Viasat already actively manages their network, in these unusual times they are looking at new and different ways to optimize it in order to best serve customers' essential needs.

Viasat has made changes to your Internet plan include prioritizing Social Networking, Real-Time Communication and Email traffic to improve speeds, even if you've already reached your data limit or usage threshold. Examples of applications and services that should benefit from these changes include Facebook, Zoom, WhatsApp and Facetime, to name a few. They are also applying changes to network storage and web browsing to improve speeds from 7am – 6pm, again, regardless of whether or not you have reached your data limit or usage threshold. To get the most out of these changes, Viasat has simultaneously deprioritized other, less essential, traffic such as gaming downloads during times of network congestion.

Even with these changes, the drastic increases in demand are resulting in congestion from the network becoming too full. This is similar to a highway where you can drive 65 mph (or faster) when there are few cars in the lanes, but not during rush hour when traffic slows down for everyone. Our engineers continue to explore every possible option to make the most of the network and the available bandwidth capacity to meet the important needs of our customers at this time.

Offering high-speed data with “no” limits would impact the experience for the vast majority of customers. It is more important than ever to have these network management practices in place so that more customers have the ability to access what is most important to them.

Viasat has some tips to help you get the most out of your service like limiting gaming and streaming and enabling the Video Data Saver if you are on a plan with a data allowance. For great data saving tips for everyone, regardless of what plan you're on, [please view Viasat's help article](#).