

Viasat Unlimited Data Policy

Viasat’s unlimited data service plans and Choice service plans listed in the charts below, 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 High-Speed Data usage threshold for your service plan listed in the applicable chart below during your monthly measurement period, you will continue to receive unlimited data (referred to as “Standard Data”); however, Viasat may prioritize Standard Data behind other customers during network congestion, which will result in slower speeds. With your service plan, you may purchase additional increments of High-Speed Data.

Starting on the first day of your monthly measurement period, all uploaded and downloaded data transmitted using your Viasat service counts towards your monthly High-Speed Data usage threshold. At the end of your monthly measurement period, your High-Speed Data usage, and any unused additional purchased increments of High-Speed Data, reset to zero.

The data usage thresholds for each unlimited data plan are defined in the charts below and some plans are not available in all areas:

Plan Name	Data Usage Threshold
Bronze 12	35 or 40 GB depending on your specific plan
Silver 12	45 or 60 GB depending on your specific plan
Silver 25	60 GB
Gold 12	65 or 100 GB depending on your specific plan
Gold 30	100 GB
Gold 50	100 GB
Platinum 100	150 GB
Choice 12-60	60GB
Choice 30-150	150 GB
Choice 25-60	60 GB
Choice 75-150	150 GB

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

A: On an unlimited data, Choice plan, there are no limits to how much Standard Data you can use during your monthly measurement period. Depending on the specific service plan available at your location, after you exceed the High-Speed Data usage threshold for your service plan listed in the chart above, you will receive unlimited Standard Data, which we may prioritize behind other customers during network congestion resulting 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.

Note: Bronze, Silver and Gold plans in some areas receive lower data thresholds than other area.

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 [here](#) for full details on Viasat's network management policies.

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

A: Potentially, depending on the level of congestion in your area, Viasat may need to lower your video quality during periods of network congestion to be able to continue to allow you to watch video without interruption.

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

A: A usage meter is available at <https://ctesc.ruralportal.net> or <https://texas-skies.ruralportal.net> Log in with your primary email address and password, then click on the WildBlue/Exede tab on the top left to see your current data usage.

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

A: Yes. Your monthly measurement period begins and ends on the same day of the month. On this Usage Reset Date we reset your data allowance to zero.

You can find your Usage Reset Date by going to <https://ctesc.ruralportal.net> or <https://texas-skies.ruralportal.net> and logging in with your primary email address and password, then click on the WildBlue/Exede tab on the top left to see your current data usage and usage reset date.

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

A: Unlimited data plans and Choice plans include the option to buy more High-Speed Data. You will see this option at <https://ctesc.ruralportal.net> or <https://texas-skies.ruralportal.net> Any unused High-Speed Data, including any additional purchased increments of High-Speed Data, do not carry over to the next monthly measurement period.

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

A: Potentially, depending on the level of congestion in your area, Viasat may need to lower your video quality during periods of network congestion to be able to continue to allow you to watch video without interruption.

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.