ViaSat Data Allowance Policy – CTESC's Exede Internet Plans

General. As a subscriber to a CTESC Exede Internet Plan, you have a monthly data allowance. Starting on the first day of your monthly measurement period, all uploaded and downloaded data 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 Liberty 12, 25, and 50 Plans are from 6:00 a.m. until 3:00 a.m. each day. All hours are metered hours for the Exede Liberty 18 and 30 Plans. You can view your data usage compared with your monthly data allowance at https://ctesc.ruralportal.net or https://texas-skies.ruralportal.net by logging in with your primary email address and password. 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 monthly measurement period.

Exede Classic. If you are a subscriber to an Exede Classic Plan and 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 monthly measurement period. If at any time your data usage exceeds your data allowance and you have not purchased additional increments of data, ViaSat will significantly slow and/or restrict your service, or certain uses of your service, until the end of your monthly measurement period.

Exede Liberty. If you are a subscriber to an Exede Liberty Plan and your Priority Data usage reaches 100% or more of your Priority Data allowance, we will alert you of this fact, offer you the option to purchase additional increments of Priority Data to use during the remainder of your monthly measurement period and provide you with the Liberty Pass for the remainder of your monthly measurement period for use after you have exhausted any additional increments of Priority Data you elected to purchase. Liberty Pass speeds will be slower than Priority Data speeds, may not support video streaming on multiple devices and may not support streaming of high definition video. In addition, heavier users of Liberty Pass may experience slower speeds than lighter users. Liberty Pass speeds will vary based on the time of day and your geographic location, and may be extremely slow when the network is busy, typically in the evening hours (about 5:00 p.m.- 2:00 a.m. local time), which may greatly impair your ability to use the Internet. Liberty Pass users will receive lower priority on our network than subscribers who have not exceeded their data allowance or other data threshold, which will likely cause Liberty Pass users to experience slower speeds during periods of congestion than subscribers who have not exceeded their monthly data allowance or usage threshold. For further information regarding ViaSat's network management practices, please see our Network Management Policy. If you are a subscriber to an Exede Liberty 12, 25, or 50 Plan you will be able to continue to engage in all internet activities at the regular Priority Data speed during your 3:00 a.m. to 6:00 a.m. free zone.

The table below shows the monthly data allowance for each CTESC Exede data plan.

Exede Plan	Classic 10	Classic 15	Classic 20	Classic 25	Classic 30	Classic 50	Liberty 12	Liberty 18	Liberty 25	Liberty 30	Liberty 50
Monthly Data Allowance	10 GB	15 GB	20 GB	25 GB	30 GB	50 GB	12 GB	18 GB	25 GB	30 GB	50 GB

Frequently Asked Questions

Q: How do I know when I've gone over 100% of my data or Priority Data allowance?
A: When Exede Classic and Liberty customers reach 100% of their monthly data allowance, we will send an email alert to the primary email address for your account. In addition to the email alert, a usage meter is available here: https://ctesc.ruralportal.net or https://texas-skies.ruralportal.net by 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.

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 most other Internet activities will not work. However, you will be able to continue to engage in all Internet activities at full speed during the Late Night Free Zone, 12:00 .a.m. to 5:00 a.m. everyday.

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, 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 data usage. We put limits on the total amount of bandwidth a subscriber can use so that we can provide all of our subscribers with a high quality online experience.

Q: I understand that you significantly slow and/or restrict my service if I use 100% of my data allowance, but why do my speeds vary at times when I haven't used all of my data allowance?
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 severe weather.

Q: After I use 100% of my data allowance as a Classic customer 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, your data plan includes the Late Night Free Zone when all restrictions are removed from 12:00 am to 5:00 am every day. Second, you can change your plan to one that has a higher data allowance at any time by calling the CTESC Internet Service Business Office during regular business hours. Third, you can Buy More data in 1 GB increments for $9.95 per 1 GB. Simply go to: https://ctesc.ruralportal.net or https://texas-skies.ruralportal.net and log in with your primary email address and password, then click on the WildBlue/Exede tab on the top left. Lastly, at the start of each monthly measurement period, your data allowance is reset to the amount included with your package (e.g., 10 GB).

Q: As a Liberty Plan customer, what happens when I use 100% of my Priority Data?
A: If you exhaust your Priority Data, the Liberty Pass kicks in to give you 1 to 5 Mbps download speeds when our network is not busy. Liberty Pass allows you to continue to use your service after exhausting your Priority Data, but at slower speeds that will vary based on time of day and your location. In addition, heavier users of Liberty Pass may experience slower speeds than lighter users. **NOTE**: Liberty 12, 25, and 50 will be able to continue to engage in all Internet activities at full speed during the Late Night Free Zone, 3:00 .a.m. to 6:00 a.m. everyday including while you are receiving Liberty Pass data.

Q: Is there a limit to the amount of data I can use while on Liberty Pass?
A: The use of Liberty Pass is not unlimited. Heavy users of Liberty Pass may experience slower speeds than lighter users of Liberty Pass. Your speeds on Liberty Pass will vary and in certain situations (e.g., evening hours when the network is busy), the speeds may be so slow that your ability to use the Internet may be greatly impaired.

Q: What is my monthly measurement period?
A: Your monthly measurement period begins and ends each month on your Data Reset Date. You can find your reset date by going to our website https://ctesc.ruralportal.net or https://texas-skies.ruralportal.net and log in in with your primary email address and password, then clicking on the WildBlue/Exede tab on the top left to see your current data usage and data reset date.

Q: Can I increase my data allowance?
A: Yes, you can increase your data allowance by (i) upgrading to a package with a higher data allowance by calling the CTESC Internet Services Business Office during normal business hours, or (ii) using the Buy More option for $9.95 per 1 GB by going to: https://ctesc.ruralportal.net or https://texas-skies.ruralportal.net and log in with your primary email address and password, then click on the WildBlue/Exede tab on the top left. (NOTE we allow one plan change a CALENDAR month.)