

Viasat Unlimited Data Policy

Viasat’s unlimited data service plans, Bronze 12, Silver 12, Silver 25, Gold 12, Gold 30, Gold 50 and Platinum 100, 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 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	60 or 100 GB depending on your specific plan
Gold 30	100 GB
Gold 50	100 GB
Platinum 100	150 GB

Each Viasat unlimited data plan differs by the video streaming quality as defined in the chart below and some plans are not available in all areas:

Plan Name	Videos Streaming Quality and Resolution.
Bronze 12	Small screen quality, typically up to 360p
Silver 12, 25	DVD quality, typically up to 480p
Gold 12, 30, 50	High-definition quality, typically up to 720p
Platinum 100	Full high-definition quality, typically up to 1080p

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, Gold, and Platinum unlimited data plans, after 35 or 40, 45 or 60, 65 or 100, and 150 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.

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 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 have 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: 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.