



Welcome to Exede

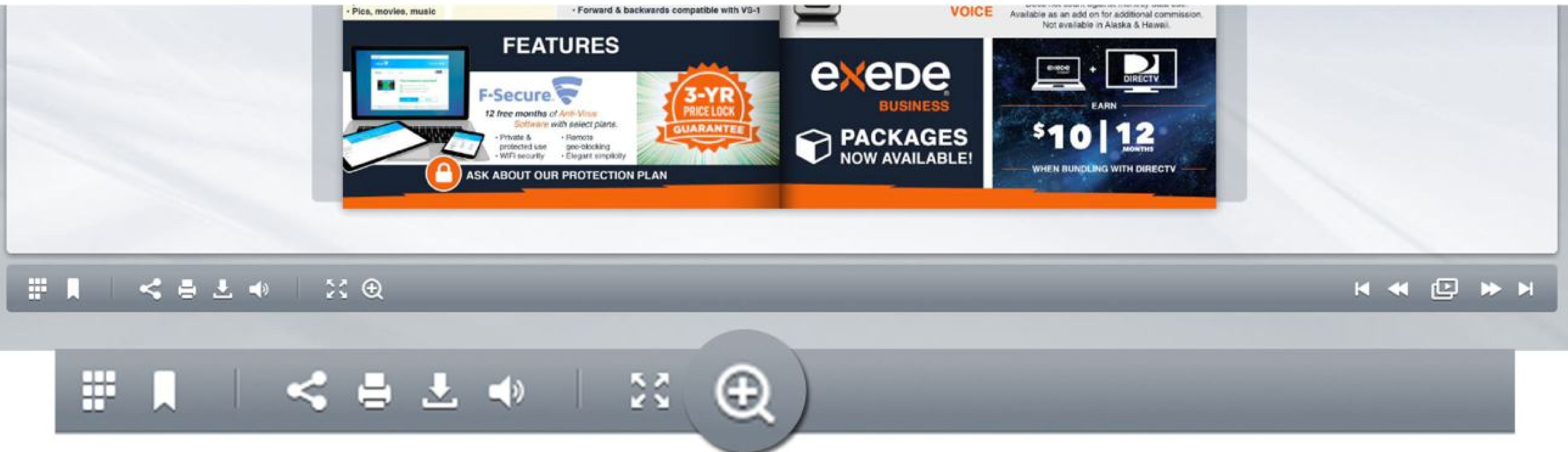
Congratulations! You are approved to start selling Exede!

To help get started, we've put together a **Welcome Kit** which should help cover the basic questions you have and help you start achieving activations.

The **Welcome Kit** is divided into two basic sections. The first section is **PART ONE | Getting Started**. This section will cover Training, Current Offer, How You Are Paid, and Setting Up Your Order Entry System. The second section is **PART TWO | Go To Market Strategy** which will talk about our co-op program and how to best utilize this great resource.

FlippingBook Quick Guide.

The FlippingBook platform you are currently using enables you to perform a few features to enhance your experience. All of the following features can be found in the toolbar displayed under the document window.



Zoom.

Clicking the magnifying glass icon will zoom into the document. A slider will also appear allowing you to adjust the degree in which you can zoom in or out.



Bookmark.

If you wish to bookmark a certain page for quick reference later, you can click the tag icon in the lower-left to bookmark the current page you're viewing. A sidebar will appear giving you the option to add notes before you add the bookmark to your existing pages.



Download.

FlippingBook offers the option to download either the current page or entire document directly to your computer. In doing so, you can view the document without an internet connection. Click the download button and answer the prompt to download the document.

Part One | Getting Started



Important Exede Contacts.

Partner Support	888.278.6829
Installer Relations	888.278.6869
Customer Care	866.945.3258
Voice Customer Care	855.463.9333
Exede Business Support	855.313.4111
Dealer Portal	https://portal.exede.net
Dealer Portal Training	http://wildbluetools.com/training/D06009/story.html
eSVT	https://esvt.exede.net/
Field Operations	http://wildbluetools.com/content/FS/

Training.

You've become a new dealer for Exede but there is a lot to learn. Your **Territory Manager** will be coming to see you soon to offer, in person, 1-on-1 training to help get you started. In the meantime, we provide some additional resources that could help get you started today.

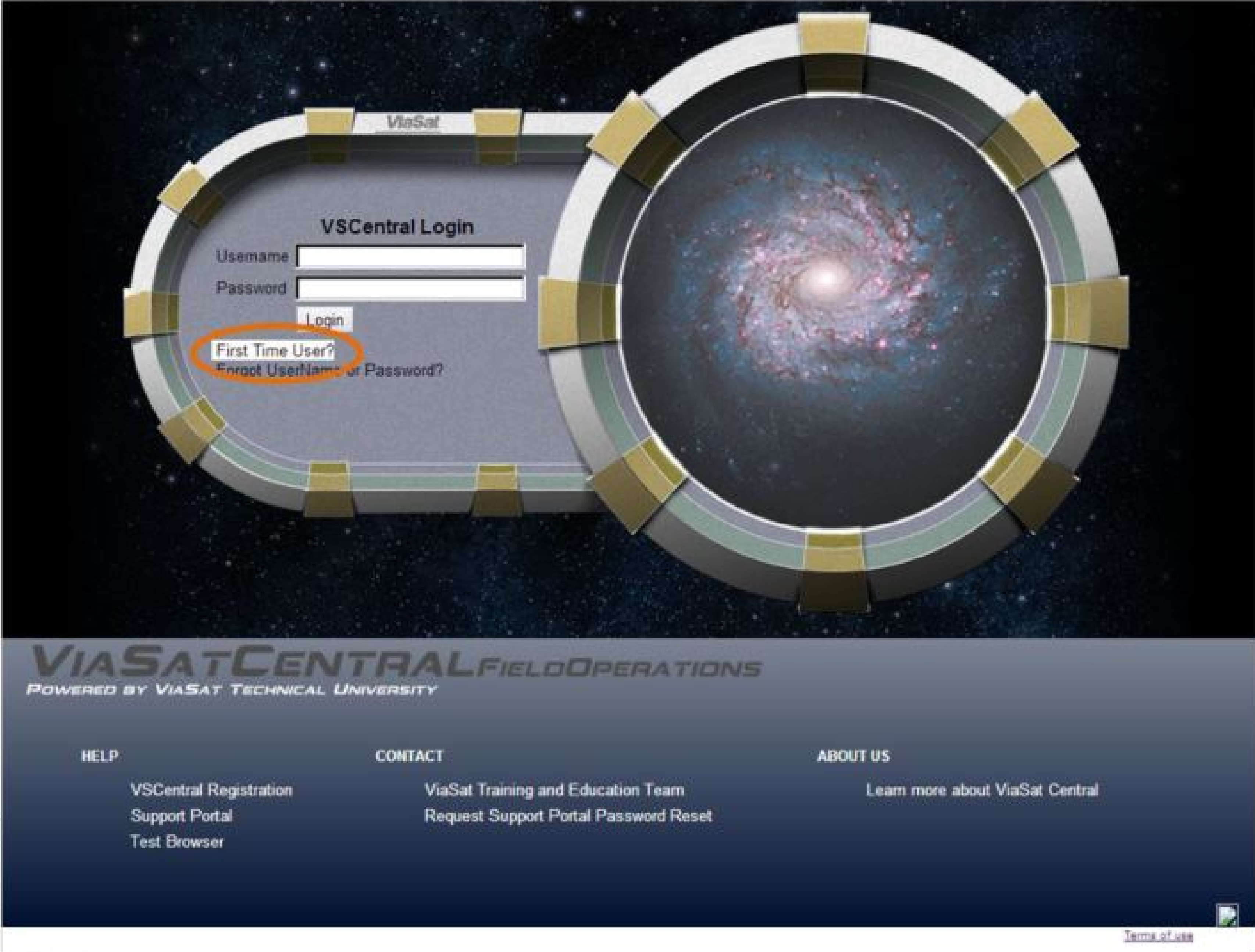
Exede Installer Training.

New installers are required to take 1 full day of video module training. Upon successful completion of that training, the installer is eligible to complete **Stage 2** which is ½ of a day of training via a webinar.

Registering For Installation Training.

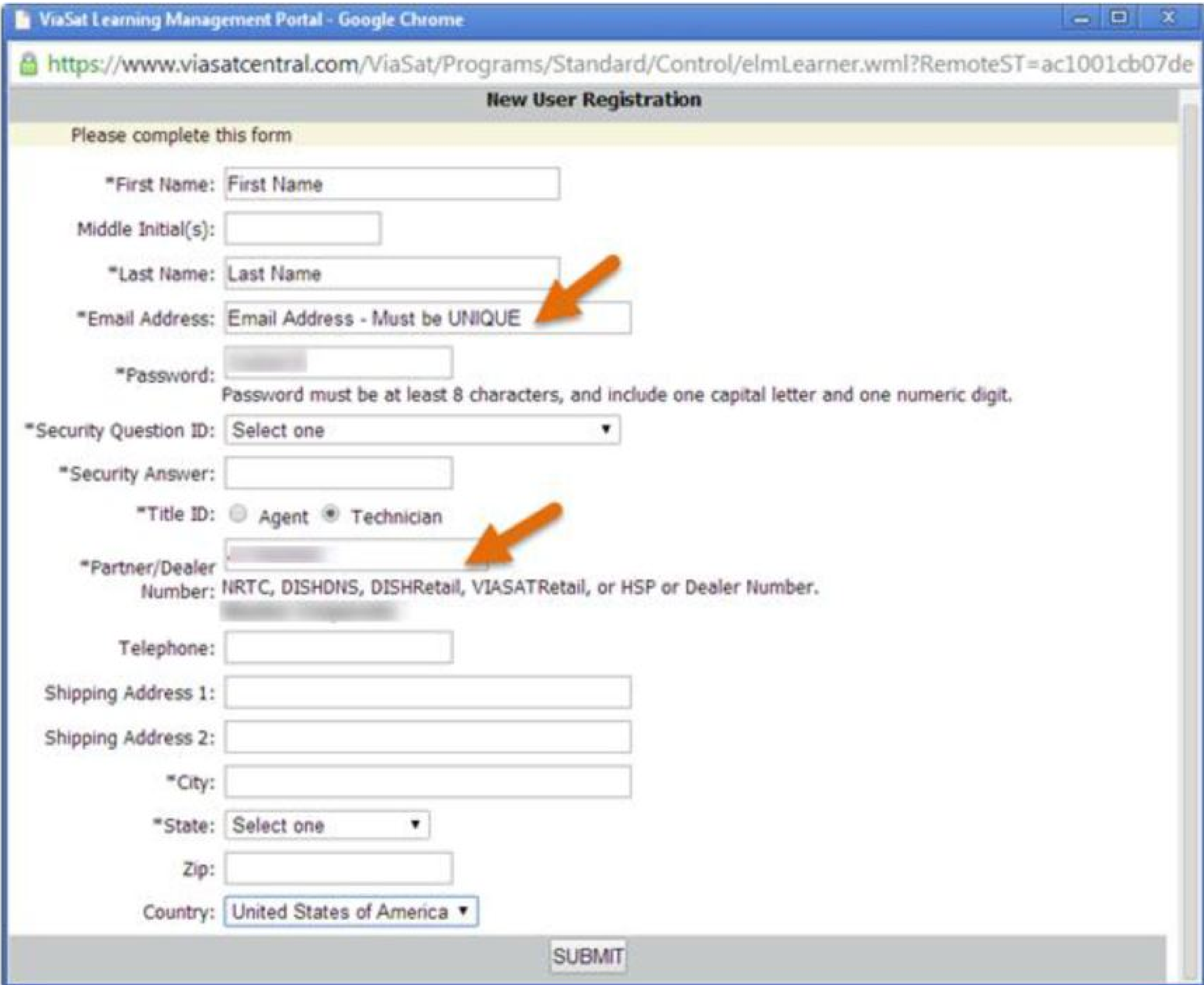
Before registering at ViaSat Central, each technician must receive a Partner/Dealer ID from his or her employer. For ViaSat Retail Dealers, this number is the same as their Sales ID, which they received when their dealership was approved. This number is used to connect the technician to the dealer. Without this Partner/Dealer ID, the technician may be assigned the wrong certification program coursework. **Be sure you have this number before proceeding with registration.**

Registering For Installation Training CONTINUED.

Step	Action
1.	Open a browser, and go to http://www.viasatcentral.com
2.	Click First Time User? 

← CONTINUED →

Registering For Installation Training CONTINUED.

Step	Action (continued)
3.	<p>Complete the form that appears, as follows:</p> <ol style="list-style-type: none"> 1. First and Last Names 2. Email Address – This address must be unique. This is the learner’s Username. 3. Select a Password. Requires at least 8 characters, 1 UPPER case, and 1 number. 4. Pick a Security Question, and Answer 5. Select Technician as the Title ID 6. Type the Partner/Dealer ID provided by ViaSat Field Operation that is unique for each local office. <ol style="list-style-type: none"> a. The Partner/Dealer ID begins with a 1 or 2, and has 9 digits. 7. Phone and Shipping Address: Use either your personal, or office addresses. <p>Important! Errors in this entry lead to 24-48 hour delays for the student because they will not be associated with the correct office, or receive the correct certification program coursework.</p> 
4.	Click Submit .

← CONTINUED →

Registering For Installation Training CONTINUED.

Step	Action (continued)
5.	<p>ViaSatCentral changes to show the learner's dashboard, with their modules and other information. Check these items:</p> <ol style="list-style-type: none"> 1. <i>My Dealer Association</i>: Confirm that the Dealer ID number appears correctly. This Partner/Dealer ID was added to the registration form. 2. <i>Certifications in Progress</i>: Confirm that this certification matches your partner association. For example, HSP Offices will see ViaSat Fulfillment Technician. 3. <i>Certification Training Listing</i>: These are the modules required for the certification. The modules inside the box must be completed before enrolling the learner in the Hands-on class.

Certification Training Listing

Course ID	Title	Status	Action
I01000	I01000 - Curriculum Introduction	Not Taken	Launch
I01010	I01010 - Service Introduction	Not Taken	Launch
I01020	I01020 - Support Portal	Not Taken	Launch
I01022	I01022 - MITE Introduction	Not Taken	Launch
I01030	I01030 - Equipment & Services	Not Taken	Launch
I01040	I01040 - Installation Preparation	Not Taken	Launch
I01050	I01050 - Antenna Mounting	Not Taken	Launch
I01060	I01060 - System Cabling	Not Taken	Launch
I01070	I01070 - System Grounding	Not Taken	Launch
I01080	I01080 - Antenna Alignment	Not Taken	Launch
I01090	I01090 - MITE for Installation	Not Taken	Launch
I01100	I01100 - Service Activation	Not Taken	Launch
I01102	I01102 - FSM for Technicians	Not Taken	Launch
I01110	I01110 - Customer Experience	Not Taken	Launch
I01200	I01200 - Offline Troubleshooting	Not Taken	Launch
I01210	I01210 - Online Troubleshooting	Not Taken	Launch
I01220	I01220 - Understanding SurfBeam 2 Troubleshooting	Not Taken	Launch
I01300	I01300 - ViaSat Technician Certification Webinar	Not Taken	List Events
I01410	I01410 - Certification Assessment	Not Taken	Launch

IMPORTANT - Getting Started

To test your browser configuration for most courses listed in the LMS click [Test Browser](#).

My Dealer Associations

Dealer ID	Dealer Name	Status	Action
ViaSatRetail	Default ViaSat Retail Dealer	Pending	More information

[Add New](#)

Certification in Progress

Certification: ViaSat Retail Technician
 Status: Initial Certification
 Started on: 04/09/2014
 Due by: 06/08/2014
 You have completed none of the 19 requirements

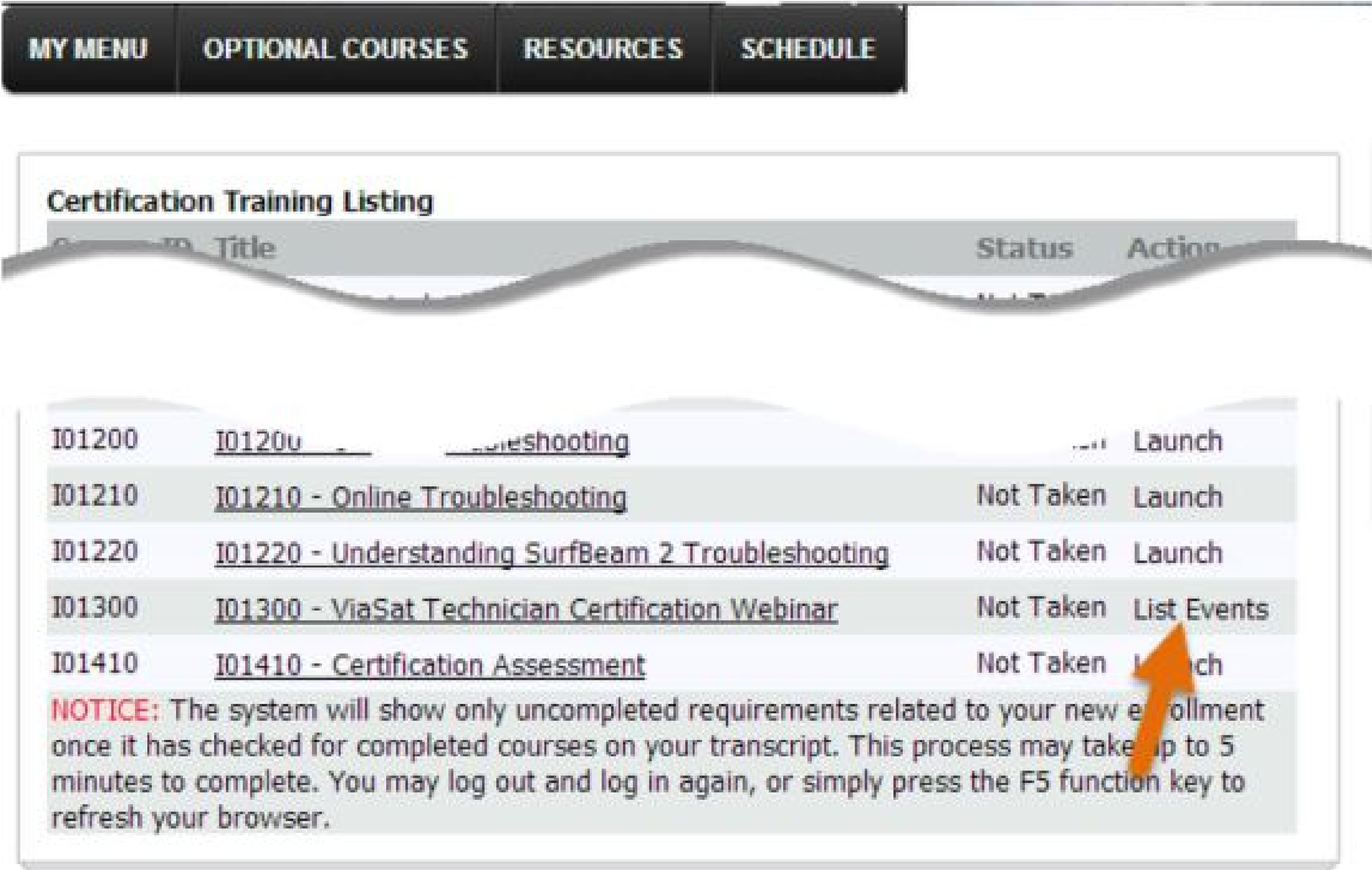
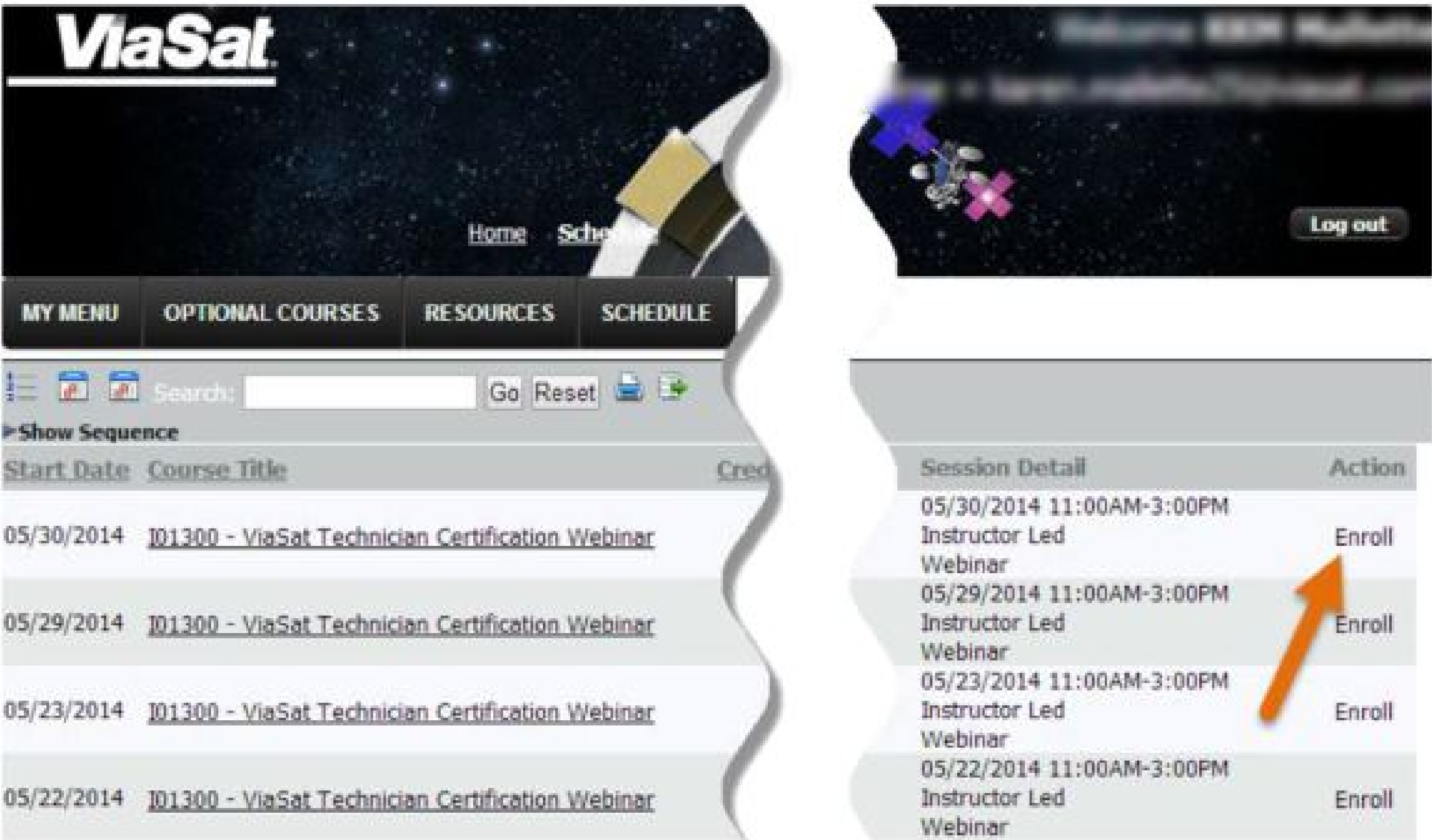
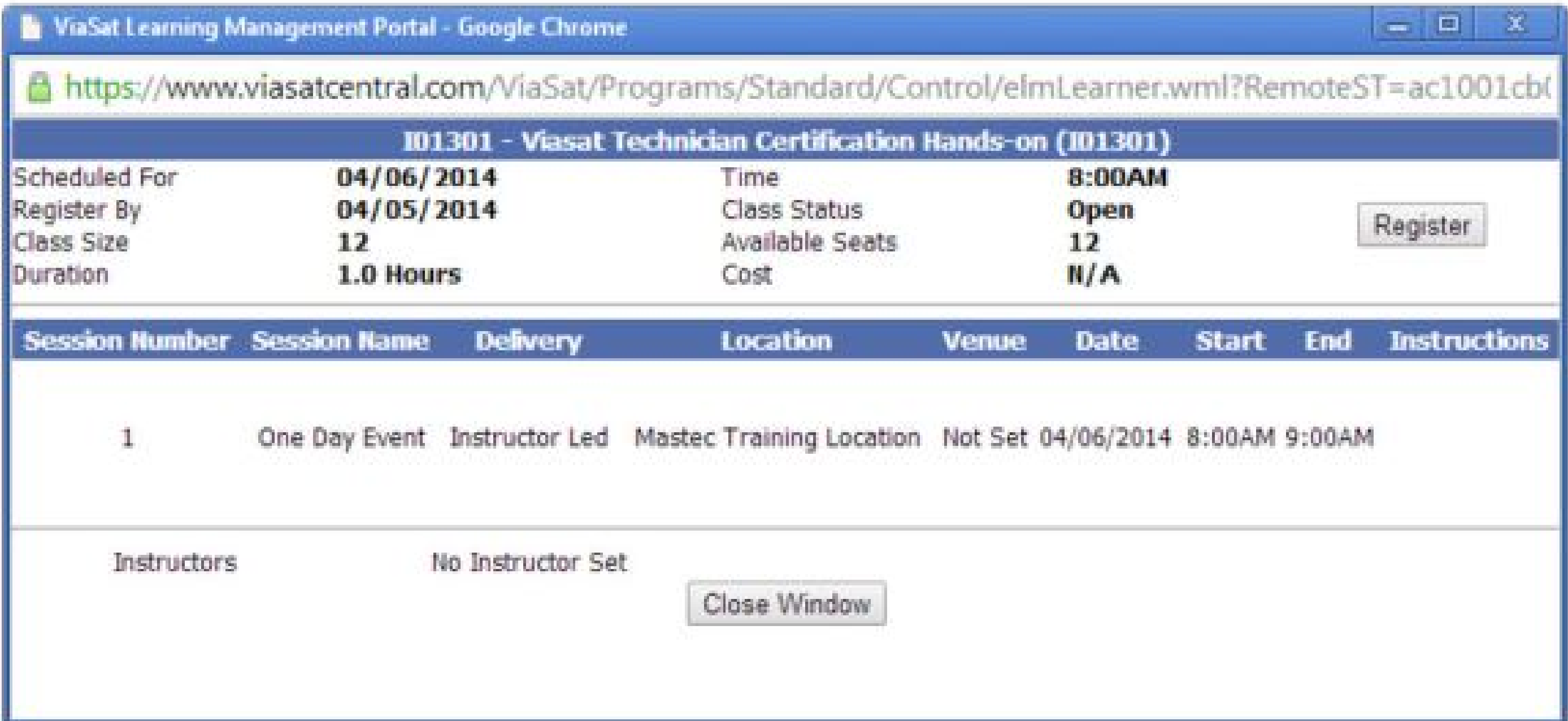
My Current Enrollments

There are no records matching the selection criteria

← CONTINUED →

Enrolling For A Hands-On Class.

When you have completed all of the assigned modules (I01000 through I01220), then you may register for the ViaSat Technician Certification Webinar. Follow these steps to complete registration. **You must register yourself, your trainer cannot complete this step.**

Step	Action
<p>1.</p> <p>Recall that Certification Training List contains the Hands-on Class, and that this is part of the Learning Track.</p> <p>Under the Certification Training Listing, click the List Events link for <i>I01301 ViaSat Technician Certification Hands-on</i>.</p> <p>If you see a "Request" link, contact your trainer. There are no classes currently scheduled.</p>	
<p>2.</p> <p>Click the Enroll link for the matching Date/Location.</p>	
<p>3.</p> <p>Click Register to reserve a seat in the class.</p>	

DSI systems Dealer Training Calendar

Instructions: Choose a Product or Category for the training that you're interested in. Your results are filtered based on your choices.

Product:

- DIRECTV RESIDENTIAL
- DIRECTV COMMERCIAL
- DIRECTV L & I
- DIRECTV MDU
- exede INTERNET
- vivint.
- SolarCity

Category:

- Opportunity
- Onboarding
- Sales
- Operations
- Features & Benefits
- Marketing
- Technical

Available Trainings:

- Opportunity
- Sales 101
- Onboarding
- Fees & Services
- Latest Offer
- Hardware
- Order Entry

Reset

May

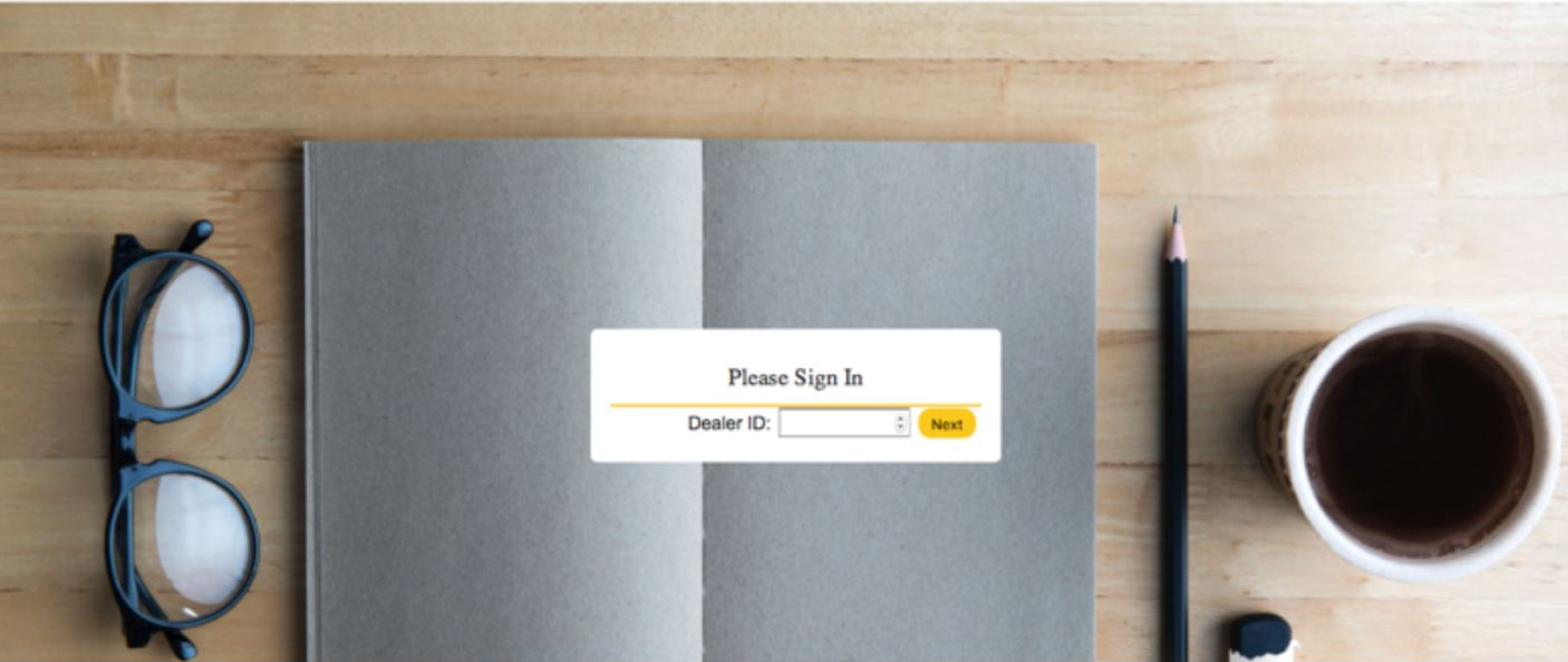
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4 12:00 PM CDT DTV RES - Opportunity 1:00 PM CDT Vivint - Opportunity 3:00 PM CDT Exede - Opportunity	5	6 12:00 PM CDT DTV COMM - Offer & Guide 1:00 PM CDT Vivint - OnBoarding	7
8	9	10	11 12:00 PM CDT DTV RES - Opportunity 1:00 PM CDT Vivint - Opportunity 3:00 PM CDT DTV COMM - Opportunity	12	13 12:00 PM CDT DTV RES - Offer & Guide 1:00 PM CDT Exede - Basics & Offer	14
15	16 12:00 PM CDT DTV RES - OnBoarding	17	18 12:00 PM CDT DTV RES - Opportunity 1:00 PM CDT Vivint - Opportunity 3:00 PM CDT Exede - Opportunity	19	20 12:00 PM CDT DTV COMM - Offer & Guide 1:00 PM CDT Vivint - OnBoarding	21

DSI Training Calendar.

We offer many classes to help teach and develop dealers via webinar. 30 minutes of class time and 15 minutes of Q&A after provides a great opportunity to gain a background on Vivint and the offers in the market place. Our onboarding classes give you the basic understanding for what you need to know before your visit with your territory manager.

SIGN UP TODAY - Simply click the link below, find a time that is right for you and register. You will get a calendar reminder in your email that you can save to your electronic calendar.

VISIT DSI TRAINING CALENDAR



DSI University.

If you don't have the time during the day or your class isn't offered at a time convenient for you, we have DSI University at your disposal. The same classes we have for webinar are recorded and stored online where you can view them at your convenience. Simply click on the link below and follow the prompts. You will need your DSI Dealer Number to enter the site.

[VISIT DSI UNIVERSITY](#)

S+ Sara Plus Integration

SaraPlus is a proprietary order-entry solution from DSI Systems, fully integrated with Exede. Click and see below for more information, as well as the registration page. Sign up for the best order-entry management available.

SARA PLUS WEBSITE

SARA PLUS REGISTRATION



ORDER ENTRY

- ▶ AT&T/DIRECTV and Exede internet orders in one convenient location for **fast and easy bundling**
- ▶ Provides the easiest way to enter in any type of order
- ▶ Quickly final all services available to a customer based on address in seconds
- ▶ Full integration with multi-channel order entry with AT&T/DIRECTV and Exede full integration



SCHEDULING

- ▶ Look at each installer on a daily, weekly, or monthly basis
- ▶ Assign each installer a job with ease using our drag-and-drop capability
- ▶ View details of each scheduled installer individually or all at once
- ▶ Schedule your bundle installs in one calendar easily



INVENTORY MANAGEMENT

- ▶ Manage inventory from each local warehouse
- ▶ Manage inventory on your installer's truck/van
- ▶ Assign inventory to a warehouse or truck with a simple drag and drop feature
- ▶ Add inventory using a file, or simply type in a SKU to get the item added

BUSINESS MANAGEMENT

- ▶ Pay reconciliation with AT&T/DIRECTV
- ▶ View and pay employees through SARA Plus business management



BUSINESS REPORTING

- ▶ Statistical and aggregated reporting that assists in managing your business efficiently
- ▶ Up-to-the-minute tracking of bundle attachment rate
- ▶ Track your bundle orders from sales to completion
- ▶ View reports on Customers, Sales, Employees and more!



MOBILE

- ▶ Allows the dealer and the installer to view what is available on the truck
- ▶ Mobile SARA Plus gives the driver a schedule he can manage just by using their smart phone
- ▶ Quick scan installation allows the installer to get the job done faster



TM and BDR.

You have two great resources to help you navigate your way with Vivint and inside DSI. Our Territory Manager (or TM) is the outside sales person who will come and see you. They are responsible for managing our face to face relationship. Your Business Development Manager (or BDR) handles all of the day-to-day account management duties, such as product expertise, technical assistance, placing orders, and being your go-to person at DSI. Either can be reached at **1-800-888-8876**.

Helpful Contacts.

Here are some other numbers to keep handy:

Partner Support (Dealer Support): **888-278-6829** | partner.support@viasat.com

Customer Care (24/7 Customer Support): **866-945-3258**

Installer Relations (Installer Support): **888-278-6869**

Training Department: wildbluetraining@viasat.com

ViaSat/Exede Website: <http://www.exede.com>

DSI Local Branches: **800-888-8876**

DSI Main: **515-276-9181**



Current Offer.

EXEDE 5 CLASSIC

SPEED ON ALL PLANS: ^{UP TO} **5 Mbps** DOWNLOAD SPEED / ^{UP TO} **1 Mbps** UPLOAD SPEED

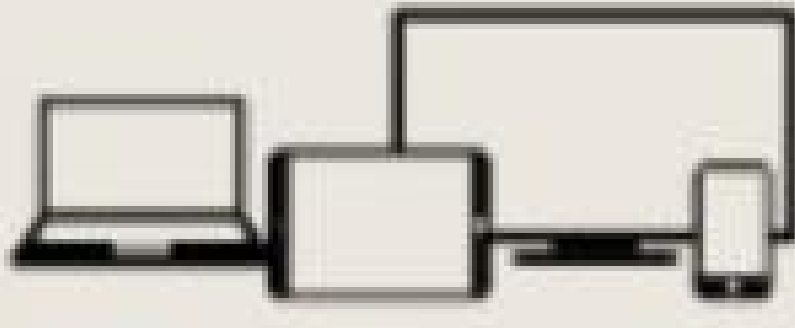



CLASSIC 10	CLASSIC 15	CLASSIC 25 <small>BEST VALUE</small>
GOOD	BETTER	BEST
10 GB PRIORITY DATA	15 GB PRIORITY DATA	25 GB PRIORITY DATA
Late Night Free Zone Unmetered access to everything from midnight to 5 a.m.	Late Night Free Zone Unmetered access to everything from midnight to 5 a.m.	Late Night Free Zone Unmetered access to everything from midnight to 5 a.m.
\$49.99/mo	\$79.99/mo	\$129.99/mo

EXEDE 12 CLASSIC

SPEED ON ALL PLANS: ^{UP TO} **12 Mbps** DOWNLOAD SPEED / ^{UP TO} **3 Mbps** UPLOAD SPEED

CLASSIC 10	CLASSIC 15	CLASSIC 25 <small>BEST VALUE</small>
GOOD	BETTER	BEST
10 GB PRIORITY DATA	15 GB PRIORITY DATA	25 GB PRIORITY DATA
Late Night Free Zone Unmetered access to everything from midnight to 5 a.m.	Late Night Free Zone Unmetered access to everything from midnight to 5 a.m.	Late Night Free Zone Unmetered access to everything from midnight to 5 a.m.
\$49.99/mo	\$79.99/mo	\$129.99/mo

Current Offer.

SILVER 25	LIBERTY 12	LIBERTY 25	LIBERTY 50
UP TO 25 Mbps DOWNLOAD SPEED	UP TO 12 Mbps DOWNLOAD SPEED	UP TO 12 Mbps DOWNLOAD SPEED	UP TO 12 Mbps DOWNLOAD SPEED
Unlimited Data	12 GB PRIORITY DATA	25 GB PRIORITY DATA	50 GB PRIORITY DATA
 Video Streaming at DVD Quality Optimized for 480p	INCLUDES Liberty Pass Keep using the internet even if you go over your Priority Data. + Free Zone 3 am to 6 am daily	INCLUDES Liberty Pass Keep using the internet even if you go over your Priority Data. + Free Zone 3 am to 6 am daily	INCLUDES Liberty Pass Keep using the internet even if you go over your Priority Data. + Free Zone 3 am to 6 am daily
Includes Built-In WiFi 		Includes Built-In WiFi 	Includes Built-In WiFi 
\$100/mo \$150/mo after 3 months	\$30/mo \$50/mo after 3 months	\$50/mo \$75/mo after 3 months	\$75/mo \$100/mo after 3 months

Double your Priority Data speed w/ **Boost 25** UP TO **25 MBPS** DOWNLOAD SPEED \$10/month on any plan Built-in WiFi Router Included

Current Offer.

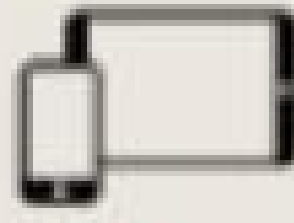
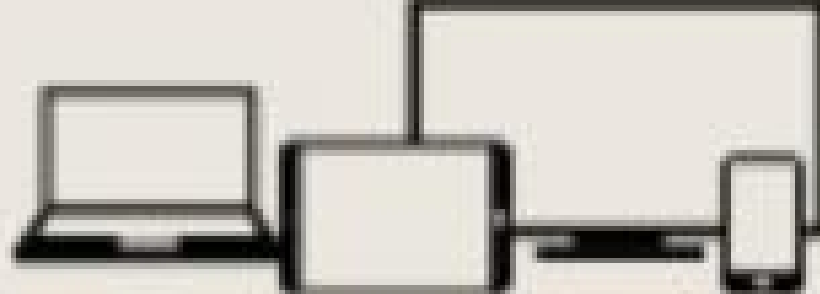
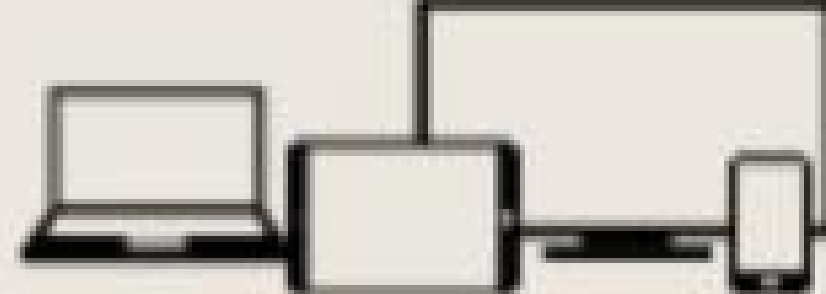



LIBERTY 12 (PROMO)

SPEED ON ALL PLANS: UP TO **12 Mbps** DOWNLOAD SPEED / UP TO **3 Mbps** UPLOAD SPEED

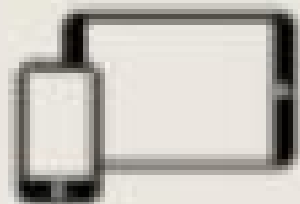
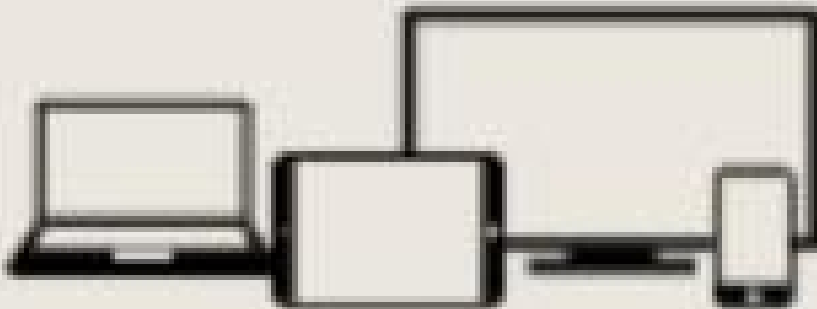
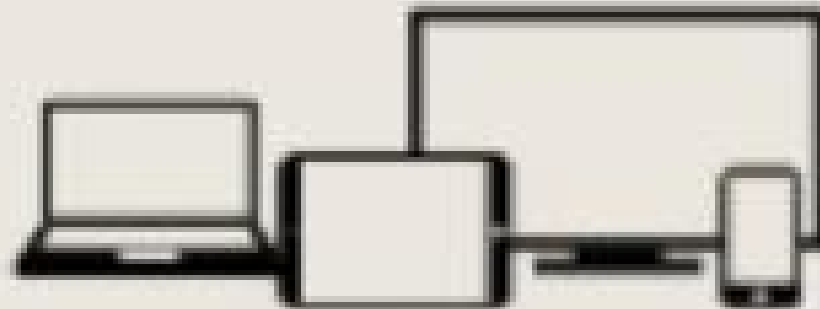



LIBERTY 12	LIBERTY 18	LIBERTY 30 <small>BEST VALUE</small>	ESSENTIAL 10
GOOD 12 GB PRIORITY DATA	BETTER 18 GB PRIORITY DATA	BEST 30 GB PRIORITY DATA	BASIC 10 GB PRIORITY DATA
Liberty Pass* Friendlier Data Caps	Liberty Pass* Friendlier Data Caps	Liberty Pass* Friendlier Data Caps	Free Zone Unmetered Data 3 - 8 a.m.
\$49.99/mo <small>\$69.99/mo after 3 months</small>	\$69.99/mo <small>\$99.99/mo after 3 months</small>	\$99.99/mo <small>\$149.99/mo after 3 months</small>	\$49.99/mo

*Liberty Pass: up to 1-5 Mbps download speeds (morning/daytime) after Priority Data used

Current Offer.

BASIC 12	BRONZE 12	SILVER 25	GOLD 30
UP TO 12 Mbps DOWNLOAD SPEED	UP TO 12 Mbps DOWNLOAD SPEED	UP TO 25 Mbps DOWNLOAD SPEED	UP TO 30 Mbps DOWNLOAD SPEED
10 GB PRIORITY DATA Free Zone 3am - 8am	Unlimited Data	Unlimited Data	Unlimited Data
	 Video Streaming at Small Screen Quality Optimized for 360p	 Video Streaming at DVD Quality Optimized for 480p	 Video Streaming at HD Quality Optimized for 720p
	Includes Built-In WIFI 	Includes Built-In WIFI 	Includes Built-In WIFI 
\$30/mo \$50/mo after 3 months	\$50/mo \$70/mo after 3 months	\$70/mo \$100/mo after 3 months	\$100/mo \$150/mo after 3 months

Current Offer.

BRONZE 12	SILVER 25	GOLD 30
UP TO 12 Mbps DOWNLOAD SPEED	UP TO 25 Mbps DOWNLOAD SPEED	UP TO 30 Mbps DOWNLOAD SPEED
Unlimited Data	Unlimited Data	Unlimited Data
 Video Streaming at Small Screen Quality Optimized for 360p	 Video Streaming at DVD Quality Optimized for 480p	 Video Streaming at HD Quality Optimized for 720p
Includes Built-In WIFI 	Includes Built-In WIFI 	Includes Built-In WIFI 
\$50/mo \$70/mo after 3 months	\$70/mo \$100/mo after 3 months	\$100/mo \$150/mo after 3 months

Liberty 101.

Information to aid you in selling Liberty plans to your customers.

Slow Speeds & Liberty Pass

Reminders:

- ⚡ Liberty plans have two parts: (1) **Priority Data**, which is a monthly fixed data allowance that provides customers with up to 12 Mbps download speeds, and (2) **Liberty Pass**, which kicks in after the Priority Data has been used.
- ⚡ When a customer goes over his or her Priority Data limit and enters Liberty Pass, the customer receives download speeds of 1 to 5 Mbps; however, download speeds may be very slow, which will greatly impair their ability to use the internet.
- ⚡ The speeds that a customer may experience while in Liberty Pass depend on network traffic and the customer's location. Additionally, while in Liberty Pass, customers will receive lower priority on our network than customers who have not exceeded their Priority Data allowance.
- ⚡ **There are no changes to upload speeds when a customer is in Liberty Pass!**
- ⚡ During evening hours, customers may improve their performance by limiting the number of devices connected to the network at the same time.

Available Liberty Pass speeds when subscribers exceed their Priority Data allowance:

TIMEFRAME	SPEED EXPERIENCE	CUSTOMER EXPERIENCE
Daytime hours (typically 2:00 am - 5:00 pm local time)	Download speeds of 1 to 5 Mbps	Surf away!
Evening hours (typically 5:00 pm - 2:00 am local time)	Slower speeds	Significant impact on customer's ability to use the internet

Facts About Liberty Pass

- ⚡ If your customers are in Liberty Pass status and are using the internet when there is heavy traffic on the network (typically about 5:00 pm - 2:00 am local time), your customers' download speeds may be very slow, which will greatly impair their ability to use the internet.
- ⚡ If your customers are in Liberty Pass status and are using the internet when our network is not congested (typically about 2:00 am - 5:00 pm), your customers should have download speeds of 1 to 5 Mbps.



Liberty 101 CONTINUED.

Please view the video below for more information.

DATA CONCERNS?

There Are Options For Your Customers!

Customers who need more Priority Data than what their current plan offers have two options:

-  **BUY MORE.**
Customers can buy more Priority Data using their **MyExede** account.
-  **TRANSITION TO A DIFFERENT PLAN.**
If available, customers can transition to Liberty Plans with more Priority Data.

EasyCare.

A great way to add additional revenue to your bottom line and increase protection and customer service for your customer.

Just \$5.99 a month
gets you.....



Any required service calls:
Normally \$95 each.



Priority access to customer
service: A special phone
number gets you to the front
of the line.



New customers pay
nothing for EasyCare for
the first 3 months!



Dish relocation: Tree in the
way? New roof? We'll move
your dish at the same service
address up to once a year!

Plus: No minimum service term - cancel any time.*

* Cancellation of EasyCare within 90 days after purchase may result in charges for EasyCare services previously received. Re-enrollment in EasyCare may be restricted for up to 180 days after cancellation.

EasyCare not available in Alaska and Hawaii.

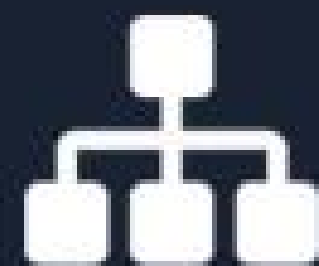
Exede Business.

15X4 MBPS HIGH-SPEED SOLUTION FOR UNSERVED & UNDERSERVED MARKETS & CUSTOMERS

EXEDE IS AVAILABLE WHERE SERVICE IS INADEQUATE, UNRELIABLE, EXPENSIVE OR WHERE OTHER PROVIDERS CAN'T/WON'T SERVE.

Exede Business

PRIMARY CONNECTIVITY OR REDUNDANCY



15x4 Mbps Speeds | Multiple Plans & Attractive Price Points | \$299 Standard Installation & 24/mo. Service Agreement

Current Exede Business Plan

Early Morning Data Zone Currently Unmetered

FAST INTERNET FOR YOUR BUSINESS
AT A PRICE YOU CAN AFFORD

SPEEDS **UP TO 15 Mbps** Downstream + **UP TO 4 Mbps** Upstream

PEAK DATA ALLOWANCE 8 a.m. - 3 a.m.	30GB /MO	EARLY MORNING DATA ZONE 3 a.m. - 8 a.m.	30GB /MO
PRIORITY MAINTENANCE	INCLUDED	CONTRACT TERM	24 MONTHS
PERSISTENT IP ADDRESS	INCLUDED	STANDARD INSTALLATION FEE	\$299⁹⁹
EQUIPMENT LEASE FEE	INCLUDED	PRICE	\$179⁹⁹ /MO

NEW Exede Business "Metered" Plans

January 2016

EXEDE BUSINESS	PRICE
REDUNDANCY	\$59.99/Month
20GB	\$99.99/Month
50GB	\$169.99/Month
100GB	\$299.99/Month
200GB	\$499.99/Month

- No Hard Data Caps
- Competitive Pricing
- **Attractive Dealer Commissions**
- MyExede Business - Customer Portal
- **Coverage: One-Stop Solution For All Locations**

- **Single Source Provider For Business Redundancy And/Or Primary Connectivity**
- **Uniform Pricing**
- **Uniform Speeds**
- **Multiple Plan Options**

Exede Business.

DEALER COMMISSIONS

ALL PLANS PAY \$300.00 STANDARD INSTALLATION COMP.

LIFETIME RESIDUALS

Exede Redundancy	\$5.00/Month
Exede Business 20	\$10.00/Month
Exede Business 50	\$15.00/Month
Exede Business 100	\$20.00/Month
Exede Business 200	\$30.00/Month

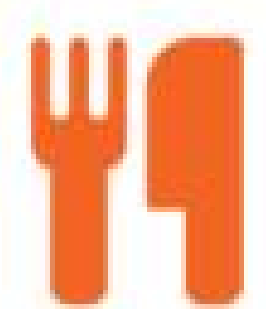
Every Business Needs A Primary Or Secondary Internet Service



Retail



Power & Energy



Fast Food & Restaurants



Distribution Centers



Convenience Stores/Gas Stations



Supply Chain & Logistics



Agri-Business



Industrial



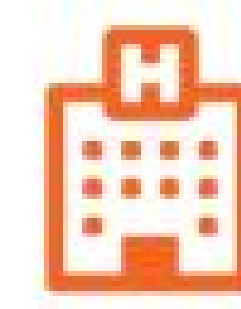
Mining, Oil & Gas



Minerals & Metals



Construction



Medical Facilities



Remote Offices



First Responders



Credit Card Connectivity



Parks/Campgrounds

Exede Business.

Things you and your customers should know about Business Plans:

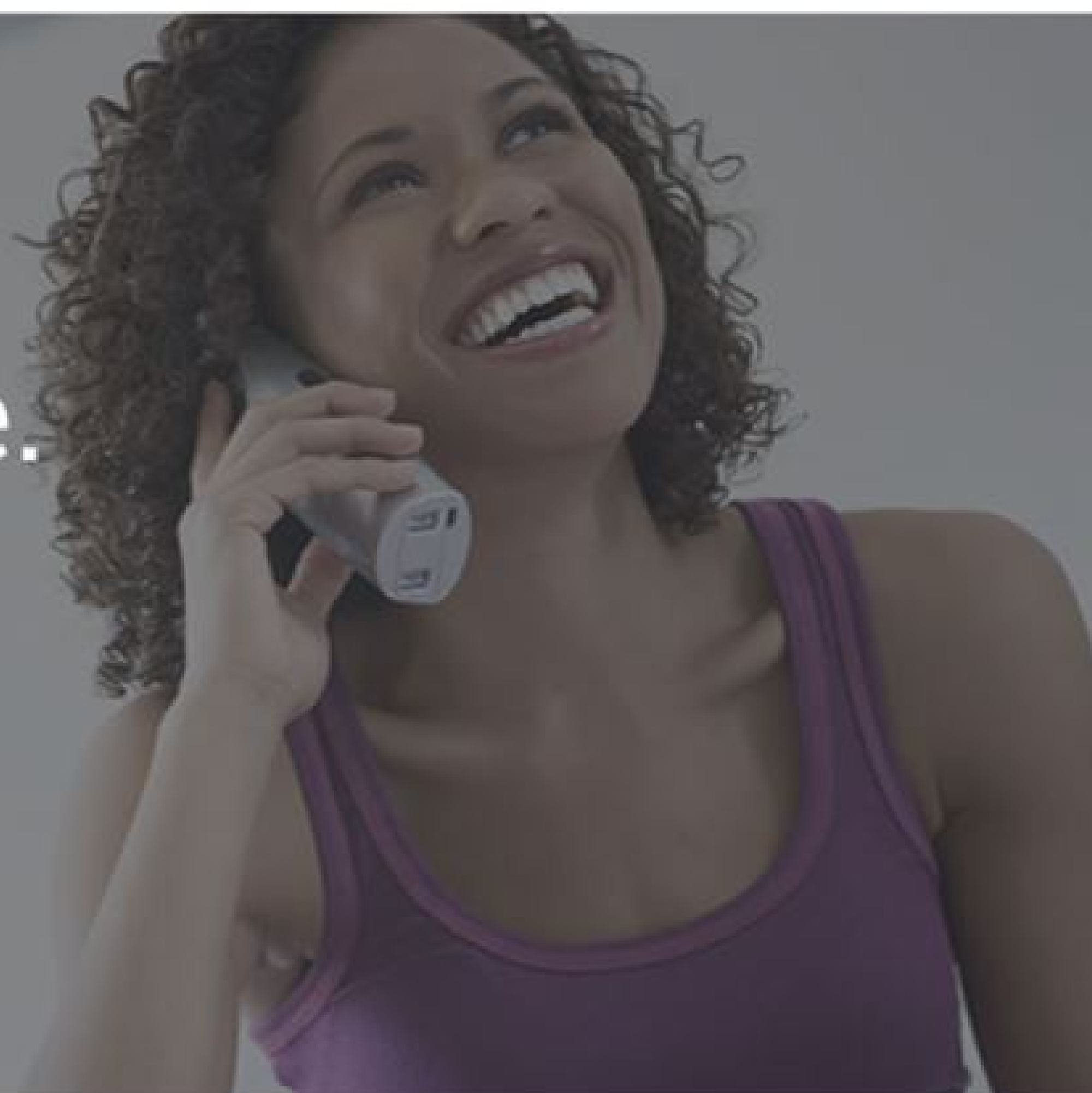
- Unlike our Exede residential plans, the Exede Business plans do not have hard data caps.
- Exede Business plans provide customers with a monthly data allowance. The data allowance varies depending on the service plan the customer selects.
- Since there are no hard data caps, we do not slow down Exede Business customers' service if they exceed their service plans' respective data allowance.
- When customers exceed their data allowance, they've charged for additional data usage on a per gigabyte basis. Additional usage charges will show up on a customer's next month's bill.
- To avoid large additional data usage charges, customers should monitor their data usage to make sure they're subscribing to the correct plan. Customers can transition to an Exede Business plan with a larger or smaller data allowance by calling Exede Business Care at (855) 313-4111.
- Exede Business customers have a customer portal to track and monitor their data usage. **Always ask your customers if they need assistance accessing the customer portal. Please contact your Territory Manager if you need more information about accessing the customer portal.**
- We also provide Exede Business customers a weekly courtesy data usage notification email* that goes out every Tuesday morning. **Please remind your Exede Business customers to look for the data usage email every Tuesday - it is very popular with our customers.**

* It is essential to gather a valid email address from the customer at time of sale so they will receive this email each week.

If you're looking to sell Exede Business, we have a great new video you can use. This video outlines the dilemma many businesses have in getting fast, reliable internet at hard-to-serve locations. It also goes over the advantage of having an Exede Business redundancy plan for a backup, even if the customer uses another primary internet service provider.

Exede Voice.

Save with
unlimited local
and long distance.



Only \$29.99/mo
**Get \$10 off your
internet bill**

When you bundle with
Exede Voice

* New customers get reduced rate on internet bill for 12 months when bundled with Exede Internet. Existing internet customers get \$10 off phone bill for 6 months.

Why Exede Voice Is A Great Choice For Home Phone Service.

- ⚡ Get unlimited local and long distance calling to destinations in all 50 states, plus Canada.
- ⚡ Enjoy great call quality plus voicemail, call waiting, caller ID and many other popular features.
- ⚡ Save money over traditional landline phone service.
- ⚡ Transfer your current phone number (in most cases) or get a new phone number - your choice.
- ⚡ Use of Exede Voice will not count towards your Exede data allowance.

Don't settle for unreliable or expensive phone service when there's a better alternative.
Always be connected with Exede Voice.





Wondering How Phone Service Works Over The Exede Network?

Take a look at this short video.

Proven Technology.

Exede Voice uses **Voice over Internet Protocol (VoIP)** that has been specifically optimized for the Exede satellite network. It's a good option when cell reception is poor and traditional phone service is expensive. It's a proven technology in wide use across the U.S., particularly as a reliable phone service in rural areas.

The Best VoIP For Exede.

Compared to other VoIP services, Exede has two distinct advantages:

- ⚡ It's optimized specifically for the Exede satellite network.
- ⚡ It's the only VoIP service where calls don't count against your Exede Internet data allowance.

Simple To Set Up.

Getting started with Exede Voice is as simple as connecting your phone or base station to the Exede WiFi Modem with a phone cord. If you have an older Exede modem, you'll need a Voice Adapter, included with the service. VoIP doesn't have to be messy, confusing or difficult when you go with Exede Voice.



Voice FAQ.

Who can receive the Exede Voice service?

If you have our 12 Mbps service and live in the continental U.S. (all states and the District of Columbia, but not Hawaii and Alaska), you can get Exede Voice. At this time, Exede Voice is not available for WildBlue and Exede5 customers.

How do I activate my Exede Voice service and equipment?

If you've received your Exede Voice Adapter and are ready to set it up, **just follow the instructions here.**

How do I purchase Exede Voice?

Existing Exede Internet customers should call 855-463-9333. Billing for Exede Voice for existing Exede Internet customers starts five days after Exede Voice is ordered, and for new Exede Internet customers five days after the date internet service is installed - even if the customer does not activate the Exede Voice equipment. New customers should call 855-627-2459.

With the unlimited US + Canada plan, where am I able to call?

You can place local, long-distance and toll-free calls to all 50 States, the District of Columbia and Canada. This includes calls to landlines and wireless and VoIP (voice over IP) lines. Calls to other countries will incur additional charges. **Click here to see international calling rates.**

When you say "unlimited" calling, is it really unlimited?

The service is only available for residential use. As long as you are using Exede Voice for non-commercial activities, there is no cap or limit. If you go over 3,000 minutes in your billing cycle, we'll monitor your traffic patterns and volumes in an effort to determine if you are engaged in non-residential use. If the service is used for commercial or business purposes, it may be terminated. We recommend you read the **Acceptable Use Policy** for the full details.

Is there a contract commitment for Exede Voice?

There is a 6-month service term. For details, **please see the Customer Agreement.**

Can I buy Exede Voice and use it over another Internet connection other than Exede?

No. Exede Voice is not available as a standalone service.

Can I use other VoIP Services over Exede Internet?

Yes. Many customers use other VoIP services with good results, and we do not prevent use of other VoIP services over Exede Internet. However, only Exede Voice is optimized for use over Exede Internet. In addition, Exede Voice calls do not count against your Exede Internet data allowance, whereas the use of other VoIP services will count against your Exede Internet data allowance.



Voice FAQ CONTINUED.

What kind of reliability should I expect?

Exede Voice uses the same satellite and Internet connection as Exede Internet. We strive to maintain highly reliable and available service using our network management and monitoring techniques.

What calling features does Exede Voice support?

Exede Voice includes Voicemail, Caller ID, Caller ID Block, Call Hold, Call Forwarding, Call Waiting, Call Return and Disable Call Waiting. **[You can find more details here.](#)**

How many phone lines can I set up with Exede Voice?

Exede Voice currently supports 1 phone line per account.

How will I get billed for Exede Voice?

Exede Voice and Exede Internet will appear as a monthly charge on your Exede bill.

Can I cancel Exede Internet and keep Exede Voice?

No. An active Exede Internet account is required to use Exede Voice.

What equipment do I need to use Exede Voice?

We'll provide you with the Exede Voice Adapter, which converts your home phone into a digital phone for use with Exede Voice. You'll need to provide your own home phone handset(s) to plug into the Exede Voice Adapter. You can also plug your Adapter into a cordless base station to enable phone service throughout your home.

What phone/handset do you recommend for use with Exede Voice?

While we don't have a specific brand/model to recommend, we've found most wireless phone base stations work very well with Exede Voice.

Can I plug the Exede Voice Adapter directly into my home phone wall jack?

We recommend using a phone base station (which allows for multiple, wireless-connected handsets) that plugs directly into the Exede Voice Adapter. If you don't have one, they are available at most retail and electronics stores and are typically very reasonably priced.

Can I transfer my non-Exede phone number to Exede Voice?

In most areas of the country, yes. To see if your phone number is available for transfer to Exede Voice, call Exede Voice Customer Care: 855-463-9333.

How long does it take to transfer my phone number?

5 - 10 business days.



Voice FAQ CONTINUED.

How do I access and use Voice Mail?

[See this Help Center article for detailed instructions.](#)

Can I call 911 with this service?

Yes, although 911 service from a satellite may be limited in comparison to 911 service available through traditional landline telephone carriers. Please see the [Exede Voice Addendum to the Customer Agreement](#) for more details on the limitations.

Can I make international calls with Exede Voice?

Yes. To make international calls, dial 011 + country code + city code + phone number. Per minute toll calling rates apply. [Click here for international calling rates.](#)

Do you block calls to/from specific locations or numbers?

Yes, we block 1-900 calling as well as calls to certain countries that are high risk for fraud and/or abuse. [View List.](#)

Can I prevent my phone number from appearing in phone books or other directory listing services?

Yes. You choose your directory listing preference when you sign up for Exede Voice. You can change how your phone number appears by calling Exede Voice Customer Care at 855-463-9333 (\$2 change fee applies).

I want to block someone from calling me. What options do I have?

We recommend adding your phone number to the National Do Not Call Registry to prevent telemarketing calls (www.donotcall.gov). If there is a specific phone number you'd like to have blocked from calling your Exede Voice line, please call Exede Voice Customer Care (\$2 change fee applies).

What happens when the power goes out or my Internet connection goes down?

Exede Voice relies on your Exede Internet connection to place and receive phone calls. When you lose connectivity, you lose the ability to make or receive phone calls on Exede Voice.

Does Exede Voice support faxing or security monitoring services?

Not all. But in many instances it can support fax and security systems, subject to certain limitations.

Where can I go for help troubleshooting my Exede Voice service?

[Read the Exede Help Center article here on Voice troubleshooting.](#)



Voice FAQ CONTINUED.

Is there a maximum amount of toll or international calling I can do each month?

There is no maximum as long as you continue to pay your bill. If your total monthly toll charges exceed \$200 or you use a total of more than 3,000 minutes in a month for all your calls, you may be contacted by Customer Care to verify the charges to prevent fraud and bill shock.

Do I need to return my Exede Voice equipment if I cancel?

No. The Exede Voice Adapter is yours to keep. This is different than Exede Internet, where you lease the equipment and are responsible for returning certain components if you discontinue service.

RETAIL VOICE DISCLOSURES

Order Entry.

Order Entry is done through the Exede Portal. Please follow the link below for instructions on how to navigate the portal to enter an order.

EXEDE DEALER PORTAL

EXEDE PORTAL INSTRUCTIONS

Dealer Compensation - How To Look At Your Payfile.

Commissions are paid weekly, on Fridays through the previous Saturday. Please refer to the following instructions and register for your OneStop account today.

OneStop

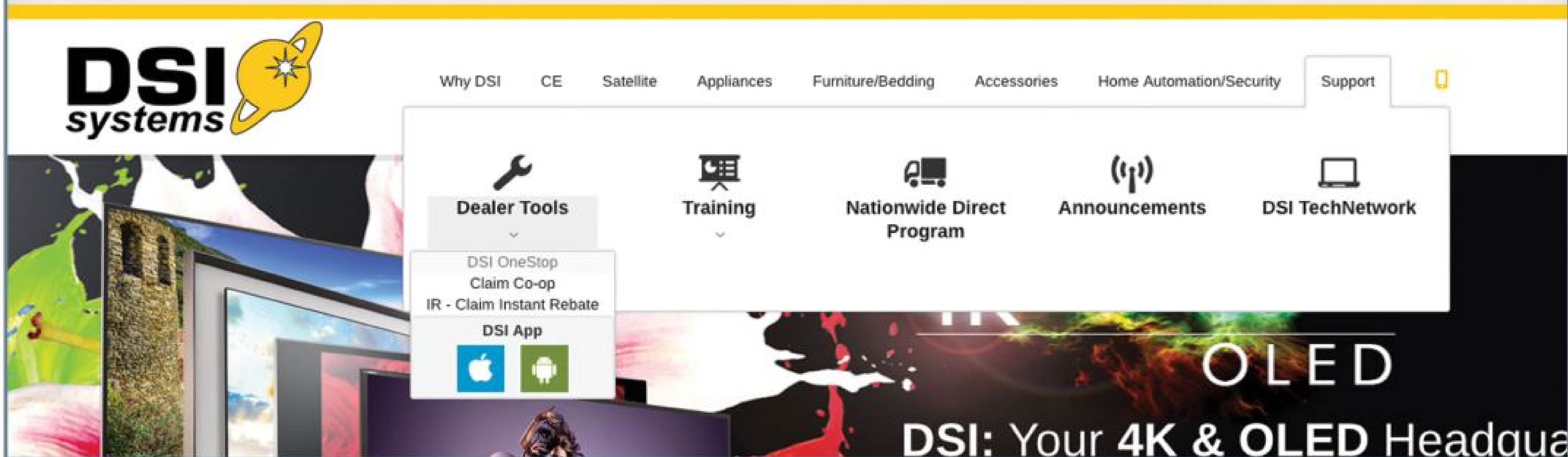
REGISTER AT ONESTOP

Registration & Login.

Registration

Go to www.dsisystemsinc.com and click on the **Support** tab on the main menu. From the dropdown, click on **Dealer Tools** and navigate to the **DSI OneStop** link.

hint!
scan this QR code with your smartphone QR reader & go directly to the DSI website



The screenshot shows the DSI Systems Inc. website. The navigation menu includes: Why DSI, CE, Satellite, Appliances, Furniture/Bedding, Accessories, Home Automation/Security, and Support. The 'Support' menu is open, showing options: Dealer Tools, Training, Nationwide Direct Program, Announcements, and DSI TechNetwork. The 'Dealer Tools' dropdown is expanded, showing: DSI OneStop, Claim Co-op, IR - Claim Instant Rebate, and DSI App (with Apple and Android icons). The background features a banner for 'OLED DSI: Your 4K & OLED Headqua'.

login

Dealer ID #:
Username:
Password:
[Click here to register for OneStop!](#)

register

Check if you are a DSI Employee

DSI Dealer ID#
First Name
Last Name
Email address
Password
Retype your Password
[Return to Login](#)

Be a DSI VIP, register for OneStop!
A new window or tab will open to the DSI OneStop website. Registering for OneStop will allow you to access to exclusive content available only to DSI dealers. Click the hyperlink "[Click here to register for OneStop](#)" to get started.

Here's your chance to use your new DSI dealer ID!
You'll need your DSI Dealer ID# in order to register for OneStop. If you don't know your ID#, please contact your DSI Territory Manager. Fill out the registration form and click register. All fields are required. You will be notified via email when your request has been filled.

← ONESTOP LINK | ADMINISTRATION FUNCTIONALITY →

Administration Functionality.

DSI OneStop Center Admin Reports Inventory

Order Search DSI Distributing, Inc. - DSI Distributing, Inc. (720000) All

DSI One Administration DS
This dealer is currently on hold
My Profile: Edit
Employee: Edit

Editing & Updating Employee Information...

Employees: Edit

Account Admin
Account Demo
Finstone, Fred
Rubble, Barney

Total Employees: 4

* First Name: Fred
* Username: finstone
Question: Favorite's Pets Name
Email:
Phone #:

* Last Name: Finstone
* Password: password
Answer: Dino
Emp. Code: FF0000
Location: Select a location

Admin Reports IsInventory Verifier
 Order Cancel IsInstaller Validate
 Search Refund Sales NoAdmin

Active Inactive

Click the check box next to "Employees" to get started!

1. Select Employee 2. Edit the Employee Information 3. Click Update

Adding, Deleting & Authorizations.

Adding +

Answer: Dino
Emp. Code: FF0000
Location: Select a location

1. Click New

my profile

* Last Name:
* Password: *****
Answer:
* Emp. Code:

2. Fill Out Employee Info & Click Update.

Deleting -

Employees: Edit

Account Admin
Account Demo
Finstone, Fred
Rubble, Barney

* Last Name: Finstone
* Password: password
Answer: Dino
Emp. Code: FF0000
Location: Select a location

Active Inactive

1. Select the employee
2. Click the Delete button to permanently delete the employee!

Choose your Employees Authorizations

Employees: Edit

Account Admin
Account Demo
Finstone, Fred
Rubble, Barney

Admin Reports IsInventory Verifier
 Order Cancel IsInstaller Validate
 Search Refund Sales NoAdmin

Active Inactive

1. Select the employee

2. Check which authorizations your want for that employee.
This will determine in what capacity that employee can use OneStop & Update!

← REGISTRATION & LOGIN | VIEWING ORDERS →

Viewing Orders.

Viewing Orders

OneStop gives you the ability to view past orders, obtain tracking/proof of delivery information, Installation Paperwork and Quality Control information

option one

DSI OneStop Center

Order Search

1. Search By Miscellaneous Value:

Type an exact value or use * for a wild card

Dealer Order #

Invoice #

Customer Name

Customer Phone #

DTV Account #

Serial #

Access Card/Sic ID#

RID #

SKU # Product

Order Notes

Tracking PRO #

Search by Specific Criteria

- Dealer Order
- Invoice Number
- Account Number
- Tracking Number

option two

2. Search By Date:

1) Select a radio button from below

Ordered Not Updated

Validation Errors

Schedule Date

Installed Not Yet Installed

Activated Not Yet Activated

2) Select an order status

All

Exclusions Only

Show Credits

3) Enter an Install Status or Sub-Status Type: All

Status: All Statuses Sub-Status: All Sub-Statuses

4) Enter a date or date range: All Orders Search by Type

As Of: 10/4/2012 And: 10/4/2012

The second option allows you to search in a variety of ways!

- 1 Click one bullet from section one (ex. ordered)
- 2 Section 2 select the order status
- 3 Further drill down a particular category
- 4 Determine the time frame for your search parameters

order search

Once you have determined your search criteria and pulled the report you will see the screen below. In this scenario, these are all of the orders that took place for this dealer between Oct 10-17, 2012. In this report you're able to see the order number, status of the installation, customer name, location the date the product was ordered, was shipped and the last column links you to installation paperwork. Each column is sortable and you can utilize that feature to easily find the order you're seeking.

DSI OneStop Center						
Order Search						
Search	Clear	Export Report	OneStop Manual			
Period: 10/1/2012 - 10/17/2012 -- 8 records found meeting search criteria.						
Order #	Status	Name	Location	Ordered	Shipped	Install
1132974	Installed	Parker, Shavonda	Mt - Brandon	10/15/2012	10/15/2012	Completed
1133826	Open - Exode	Jones, Leelan	Mt - Fayette	10/10/2012	10/10/2012	Open
1134287	Installed	Burns, Levenia	Mt - Moorhead	10/7/2012	10/08/2012	Completed
1134239	Installed	Pierce, Clarence	Mt - Lexington	10/5/2012	10/05/2012	Completed
1133202	Installed	Leblanc, Nicholas	Mt - Lata	10/2/2012	10/03/2012	Completed
1132872	Open - Exode	Freeman, Steve	Al - Butler	10/1/2012	10/01/2012	Open
1133118	Installed	Holton, Michael	Mt - Lata	10/1/2012	10/02/2012	Completed
1133108	Cancelled	Leblanc, Nicholas	Mt - Lata	10/1/2012	10/02/2012	Pending Retailer Cancel

Hint... Each order number in the Order # column is a hyperlink that will take you into that specific order.

Viewing Orders CONTINUED.

There are several key parts of this screen that you should pay attention to:

DSI OneStop Center

Order Search

Dealer Order #: 113701 [Invoice](#) [Docs \(0\)](#) Order Status: **Installed**
 Pending Acct. #: [Cancel Order](#) Order Entry Date: 10/15/2012 12:00 AM

Customer Information: [Shavonda Parker](#) [Edit](#) Delivery Type: Dealer [Collapse](#)

Type	Address	City	State	Zip	Home Phone	Alt. Phone	Email
Business	2472 B HWY 49	FLORENCE	MS	39073	601-382-9320	601-826-9054	
Service	101 Parker Ct	Brandon	MS	39042-7670	601-382-9320	601-826-9054	
Billto	101 Parker Ct	Brandon	MS	39042-7670	601-382-9320	601-826-9054	

Dealer Product Info: Total: \$0.00 [Customer Receipt](#) [Collapse](#)

Code	Qty.	Description	Price	Tax	Total
1001	1	WB - Value Service with WildBlue ISP	\$0.00	\$0.00	\$0.00

Invoice #: [104191053](#) **Shipped Date:** 10/15/2012 **Warehouse:** Marietta, GA [Collapse](#)

SKU #	Qty.	SKU Description	Tracking Number	Deliv Date
WBRM4100N030	1	Exede IS2 MODEM W PWR SUPPLY & ETHERNET CABLE	10419105315433	
WBN0101700A001	1	Exede IS2 TRIA	10419105315433	
WB1111999	1	Exede IS2 ANTENNA	10419105315433	
PKTFFL1	1	FULFILLMENT FREIGHT	10419105315433	
NOAKLABEL	1	NO UPS AKA RETURN LABEL	10419105315433	

Installation Information: Job Number: 715298 [Install Paperwork](#) [Questions](#) [Collapse](#)

SKU #	SKU Description	Status	PW	Sched. Date	Canc. Date
20001	INSTALLATION WILDBLUE INTERNET (LEFT	Completed			NO

Order [Add Hardware Note](#) [Commission Detail](#) [Collapse](#)

Show: All Types Last Update: 10/16/2012 8:05:24 PM
 WildBlue, WildBlue - WildBlue: Status changed from Open/Pending to Completed.No QC. WB NOTIFICATION

order details

- 1 Invoice** Click this link to view the DSI Invoice for the product used for this installation.
- 2 Tracking** This link takes you to the UPS tracking information.
- 3 Install** Installation paperwork is for on-site use. This paperwork is what installers should be taking with them to a job site.
- 4 QC ?s** Quality Control is a tool available to you through OneStop to help you rate the quality of the installation.
- 5 pay History** View commissions from the sale.

Custom Reports.

Reports

OneStop has custom reporting features which are essential to running your business. There are 5 reports you will need to look at on a regular basis. To access Custom Reports, simply click on Reports in the upper right hand portion of the screen. You have the ability to click on reports from any screen.



DSI OneStop Center Admin Order Entry **Reports** Inventory

Order Search All

Business Analysis Install Status

Custom Reports

- Commissions Summary
- Inventory Data
- Invoice Data
- Invoice Data By SKU
- Validation Orders by SKU
- Customers - No Order
- Customer Call List
- Sales Tax By State
- Sales Tax By City
- Instant Rebate Detail
- Price Protection Detail
- WildBlue Sales Data
- WildBlue LEASESHIP Aging
- WildBlue LEASESHIP Payments
- WildBlue Commissions Summary
- WildBlue Commissions Detail
- WildBlue Comm by Check Date
- DIRECTV MSO Summary
- DIRECTV MSO Detail
- DIRECTV MSO by Check Date
- DIRECTV SMATV Summary
- DIRECTV SMATV Detail
- DIRECTV SMATV by Check Date
- DIRECTV RSC Detail
- DIRECTV RSC by Check Date
- Vivint Order Status
- Vivint Commissions Summary
- Vivint Commissions Detail
- Vivint Comm by Check Date
- Payments (Coop) by Check Date
- FDI Specs
- Co-op Management

Click the radio button next to **“Custom Reports”** and then click the drop down box to view all of the different customer reports. Make sure you have set your date range.

- 1 Detailed Commission Reports**
For DIRECTV MSO, EXEDE, and Vivint (Coming Soon: SolarCity)
- 2 Detailed Payment Reports**
For DIRECTV MSO, EXEDE, and Vivint (Coming Soon: SolarCity)
- 3 Leaseship Aging Report for Exede**
Manage your inventory to avoid chargebacks
- 4 Co-op Management**
For Exede and Consumer Electronics Co-op dollars

Co-op Management



As a dealer, you have a Co-op account that you accrue funds in for each account you activate. Utilizing these funds is key to growing your business. Co-op monies can be used on approved marketing tactics.

If you need a copy of the Marketing Guidelines, contact your DSI Territory Manager.

DSI OneStop Center							
Dealer:	Earned: 5,522.80	Pending: 907.82	Expiring: 0.00				
Dealer ID:	Available: 3,180.50	Used: 928.78	Expired: 505.70	View Details			
Account:	Earned:	Available:	Pending:	Used:	Expiring:	Expired:	Close
Exede (SI)	5,522.80	3,180.50	907.82	928.78	0.00	505.70	View Details
Export to Excel							
Ref#	Date	Type/Program	Expires	Amount	Close		
449152	10/16/2012	Oct '12 Accruals based on weekend Oct 13 '12 Activations WB acct#200000129	01/31/2013	120.00			
447259	10/09/2012	Oct '12 Accruals based on weekend Oct 4 '12 Activations WB acct#200000129	01/31/2012	200.00			

Additional Programs & Policies.

Cancellation Policy.

If you cancel the Internet Service (resulting in termination of your Agreement) before completion of the Minimum Service Term or Renewal Service Term, the Termination Fee is equal to the number of months left in your Minimum Service Term or Renewal Service Term multiplied by \$15.00 unless a different termination fee is stated in your Agreement for your Internet Service plan.

Hibernation Policy.

Hibernation Plan - Formerly the Vacation/Seasonal Suspend Plan

If you have an Exede Internet Plan and you have received and paid for the Internet Service for at least 30 days, you may convert your Exede Internet Plan to the **Hibernation Plan**. You must receive the Hibernation Plan for a minimum of 60 days. You may not receive the Hibernation Plan for more than 180 days in any 12-month period. The monthly Internet Service fee for the Hibernation Plan will be as stated by Exede at the time that you convert to the Hibernation Plan. Your monthly Internet Service fee for the billing periods in which you switch into and out of the Hibernation Plan will be pro-rated to reflect the difference between the monthly Internet Service fee for your Exede Internet Plan and the Hibernation Plan. The months in which you receive the Hibernation Plan will count towards your Minimum Service Term. If you are paying a monthly Equipment Lease Fee (defined in the Lease Addendum to your Agreement) or a fee for anti-virus software, you will continue to incur these charges while on the Hibernation Plan. If you prepaid your Equipment Lease Fee for the Minimum Service Term, the months during which you are on the Hibernation Plan will continue to be applied against your prepaid Equipment Lease Fee. Internet service, Buy More, the Late Night Free Zone and the Early Bird Free Zone will not be available to you while you are on the Hibernation Plan. All promotional discounts will cease upon conversion of your account to the Hibernation Plan and will not be reactivated when you return to your Exede Internet Plan. Service calls are not available while you are on the Hibernation Plan. If you have been on the Hibernation Plan for 180 or more days in a 12-month period and have not called Exede to resume regular Exede Internet Service, we will automatically restore your Internet Service to the lowest priced Exede Internet Plan currently available in your area. If you receive Exede Voice, it will remain fully available while you are on the Hibernation Plan and it will be charged at its usual monthly rate.

HIBERNATION RETAIL SALES DISCLOSURE

Mover's Policy.

Prerequisites:

- Account must be active and have zero balance.
NOTE: If the original account has a balance, ask the customer to call 1-866-945-3258 to resolve the balance owed, and then begin this process again.
- Customer must agree to new 24-month contract.
- Customer must select from current package offerings available at new service location.
- Customer must return leased equipment installed at current location.
 - Unreturned Equipment Fees up to \$300 will be charged if equipment (only the eTRIA/TRIA and modem) is not returned within 30 days of receiving Leased Equipment Recovery Kit.
 - New leased equipment is installed at customer's new service location, even if customer is currently a Purchase customer.
 - If customer is currently a Purchase customer, equipment is not returned to ViaSat.
- Self-Installing Dealers may charge custom installation fees, if applicable.

Remaining in the Dealer's Service Area:

Step	Action
1.	Is the customer's new service address within the dealer's service area? <ul style="list-style-type: none"> • If Yes, continue • If No, ask the customer to call 855-463-9333 (Customer Care) within 3 business days of their move to order service in their new location.

Checking Service Availability:

Step	Action
1.	Log into the Support Portal, and locate the customer's account. Note: Note the customer's current package, equipment type (SB or SB2) and contract status for later use.
2.	Click Tools .
3.	Type the address for new service location in Service Availability module. Click Check Availability .

Mover's Policy CONTINUED.

↳ Checking Service Availability CONTINUED:

Step	Action (continued)						
4.	<p>Review the following:</p> <table border="1" data-bbox="323 816 2033 1536"> <thead> <tr> <th data-bbox="323 816 631 888">Step</th> <th data-bbox="631 816 2033 888">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="323 888 631 1330">1.</td> <td data-bbox="631 888 2033 1330"> <p>Is Service Available?</p> <ul style="list-style-type: none"> a. If Yes, beam is open and available for sales. b. If No, beam is closed for sales. <ul style="list-style-type: none"> a. Important: Existing customers are allowed to move into a closed beam area. If one of your customers is moving into an area that you service, but the beam is closed, you will need to request to have the beam opened before creating a new account. See the section Handling a Closed Beam below. </td> </tr> <tr> <td data-bbox="323 1330 631 1536">2.</td> <td data-bbox="631 1330 2033 1536"> <p>Satellite</p> <p>If Satellite value reads SB2, the new service location supports SurfBeam2 packages and equipment.</p> </td> </tr> </tbody> </table>	Step	Action	1.	<p>Is Service Available?</p> <ul style="list-style-type: none"> a. If Yes, beam is open and available for sales. b. If No, beam is closed for sales. <ul style="list-style-type: none"> a. Important: Existing customers are allowed to move into a closed beam area. If one of your customers is moving into an area that you service, but the beam is closed, you will need to request to have the beam opened before creating a new account. See the section Handling a Closed Beam below. 	2.	<p>Satellite</p> <p>If Satellite value reads SB2, the new service location supports SurfBeam2 packages and equipment.</p>
Step	Action						
1.	<p>Is Service Available?</p> <ul style="list-style-type: none"> a. If Yes, beam is open and available for sales. b. If No, beam is closed for sales. <ul style="list-style-type: none"> a. Important: Existing customers are allowed to move into a closed beam area. If one of your customers is moving into an area that you service, but the beam is closed, you will need to request to have the beam opened before creating a new account. See the section Handling a Closed Beam below. 						
2.	<p>Satellite</p> <p>If Satellite value reads SB2, the new service location supports SurfBeam2 packages and equipment.</p>						

Mover's Policy CONTINUED.

Move Disclosures:

Step	Action
1.	Select the appropriate disclosures from Step 2, and review these with the customer.
2.	<ul style="list-style-type: none"> ✓ Customer must agree to sign a new 24-month contract ✓ Standard installation is included. If custom installation is required at the new location, additional installation costs may be due at the time of installation. ✓ Exede Lease Customers <ul style="list-style-type: none"> a. Since you leased your equipment from us, you are responsible for returning the Modem, power cable and TRIA. New leased equipment will be installed at the new home/location. b. All leased equipment must be shipped to ViaSat within 30 business days after your account has been disconnected to avoid unreturned equipment fees of up to \$300 that will be applied to the payment method we have on file. c. We will send you a box with instructions and a free return shipping label to your current address. d. If you plan to move before receiving the return boxes, we will ship the return boxes to your new address and you are still responsible for returning equipment. ✓ WildBlue Customers (only) <ul style="list-style-type: none"> a. WildBlue customers must dispose of the equipment themselves, in an environmentally responsible manner; ViaSat will not accept any returned SB equipment. ✓ Exede Voice Customers (only) <ul style="list-style-type: none"> a. Ask the customer if they wish to move their Exede Voice service as well. <ul style="list-style-type: none"> 1. If Yes, cover the following points with the customer: <ul style="list-style-type: none"> i. Advise the customer to take the Voice Adapter and set it up once Exede Internet service has been activated at the new service location. ii. The technician does not set up the Voice Adapter iii. You will transfer the Voice service to the new account, including updating the E911 address after Exede Internet service has been activated at the new service location. 2. If No, read the following statement to the customer: <p><i>"If you plan to use your Exede Voice phone number with your new service provider, you need to contact that new service provider to complete the porting (transfer) process before you disconnect your Exede Voice service. Have you contacted your new service provider to port your number?"</i></p> 3. If the customer has not ported the number, read the following statement <p><i>"Do you wish to do this prior to disconnecting your Exede Internet service?"</i></p> 4. If the answer is no, read the following statement: <p><i>"I want to make certain that you understand that if you disconnect your Exede Internet service without porting your number to a new service provider, you will lose your phone number, and you will not be able to retrieve it. Do you still want to disconnect your Exede Voice service at this time?"</i></p>

Mover's Policy CONTINUED.

Move Disclosures CONTINUED:

Step	Action (continued)
2.	<p>(Step 2 continued)</p> <ul style="list-style-type: none"> ✓ Recovery Act customers (only) <ul style="list-style-type: none"> a. Recovery Act packages are no longer available; customer must choose from current package offerings with Monthly or Pre-paid Equipment leases. ✓ Purchased Equipment customers (only) <ul style="list-style-type: none"> a. Customers must agree to Monthly or Pre-paid Equipment leases; new leased equipment will be installed at new location. ✓ Move Timeframe <ul style="list-style-type: none"> a. Please make sure that you are aware of your customer's move timeframe. This will help you, and them, plan on when the new account should be built, and when you should notify Partner Support of the move for the existing account to be disconnected (last step in this process document).
3.	<p>To proceed to the next steps in this process, the following items must be true:</p> <ul style="list-style-type: none"> • The customer's new service address is within the dealer's service area. • The customer has agreed to all of the applicable disclosures. <p>Then, was the Beam open or closed (in the Service Availability check)?</p> <ul style="list-style-type: none"> • If open, go to section Build New Account below • If closed, go to section Handling a Closed Beam below.

Handling a Closed Beam:

Step	Action
1.	<p>Call Partner Support at 888.278.6829 between 7AM and 6PM Monday through Friday</p> <p>Important! The customer must be on the call at the same time to provide payment information.</p>
2.	<p>At the dealer's request, the Partner Support agent sends a request to their supervisor/manager to open the beam. This occurs while the dealer and the customer wait on the line.</p>
3.	<p>When the beam is open, the dealer places the order, following the steps in the section Build the Account below, collecting payment information from the customer.</p>
4.	<p>When the dealer has completed the order entry, the Partner Support agent requests that the beam be closed again.</p>

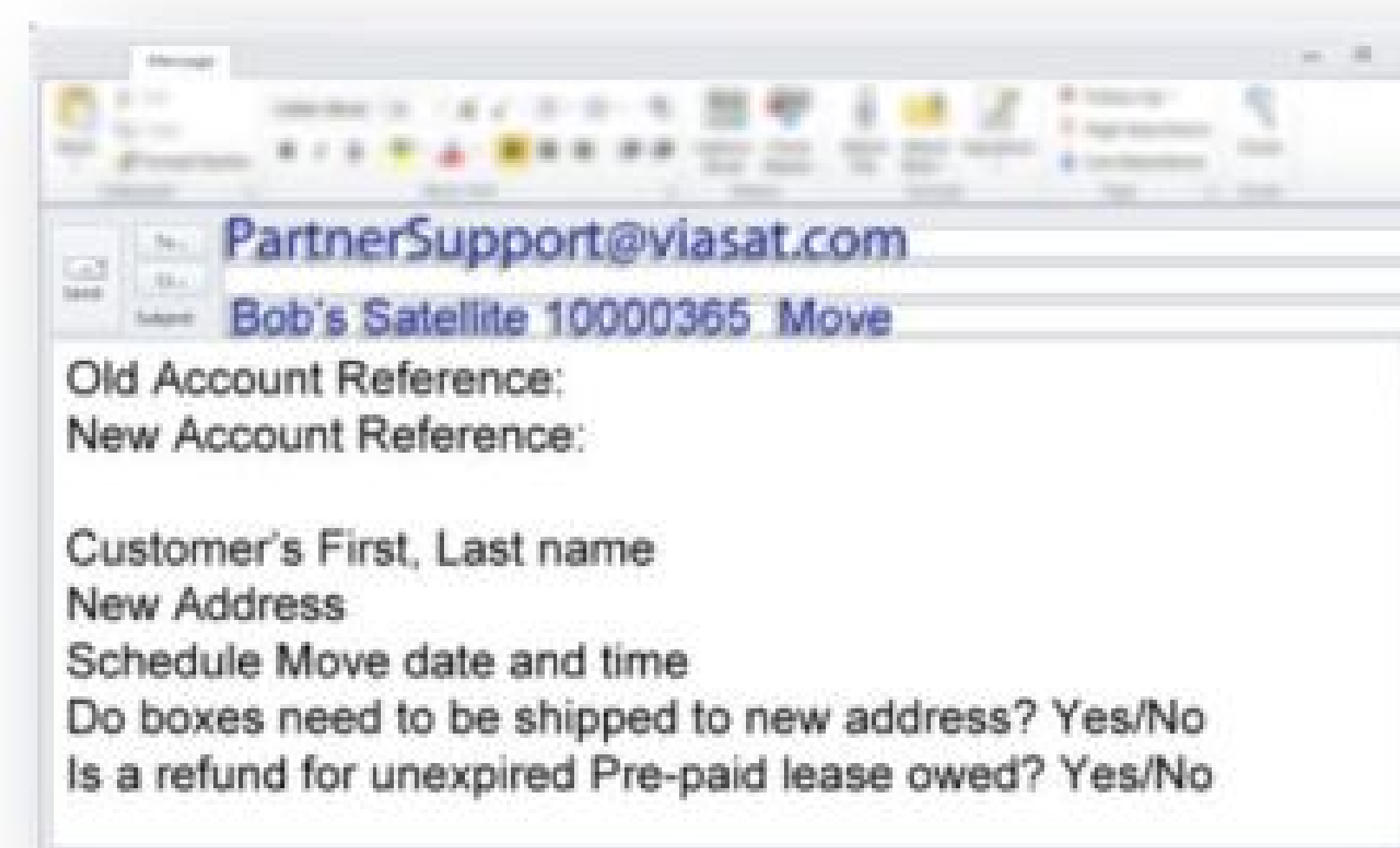
Mover's Policy CONTINUED.

Build New Account:

Step	Action
1.	Click the Orders tab. On the Serviceability page, complete the page as usual with the following exception: Transaction Type: select Move
2.	Complete the Contacts and the Packages pages as appropriate.
3.	On the Options page, Customer must choose between Monthly Lease, Pre-paid Lease, or Lifetime Lease. <ul style="list-style-type: none"> • If customer currently has an SB2 Lifetime or Pre-Paid Lease, you may select the Reinstate option for \$0.00. • If customer is switching lease options and needs a pre-paid amount refunded, this can be requested on your email to Partner Support (noted on the last step of this process).
4.	Complete the Payment, Review, and Confirmation pages as usual.
5.	Log into FSM and confirm the presence of the Order.
6.	Schedule a time with the customer to install at the new location.

Email Partner Support:

Step	Action
1.	<p>Send email to Partner.Support@viasat.com with the following information. This email requests disconnect of the original service, and confirms that the customer's account receives the appropriate adjustments to their final bill.</p> <p>Subject Line: Dealer name & ID Move</p> <p>Body: Use template below</p> <ul style="list-style-type: none"> • Old Account Number • New Account Number • Customer's first and last name • New address • Schedule Move date and time • Do boxes need to be shipped to new address? • Request any refund owed for an unexpired 24-month Pre-Paid lease at the current location. <p>It is recommended that the customer follow up with Customer Care on disconnect of their existing account. They should understand that you are making this request for them, but that you are not disconnecting the account that day.</p>



Upgrade Program.

The Upgrade Program moves a WildBlue SurfBeam (SB) customer to the new Exede SurfBeam 2 (SB2) service. This involves several considerations:

- Current service term status determines upgrade pricing.
- Specialized order entry process.
- Current leased equipment return.
- Upgrade standards for the Installer.

Upgrade Pricing:

The price of the upgrade (separate from leased equipment costs) depends on the Customer's status with their current service term.

- Covered by a current service term (24-month contract) - \$249 or current promotional price.
- Covered by a month-to-month service terms (24-month contract completed) - \$149 or current promotional price.

All upgrade orders require a new 24-month service term.

Leased Equipment Pricing

Upgrade orders have the same leased-equipment options as new orders.

Order Entry Process:

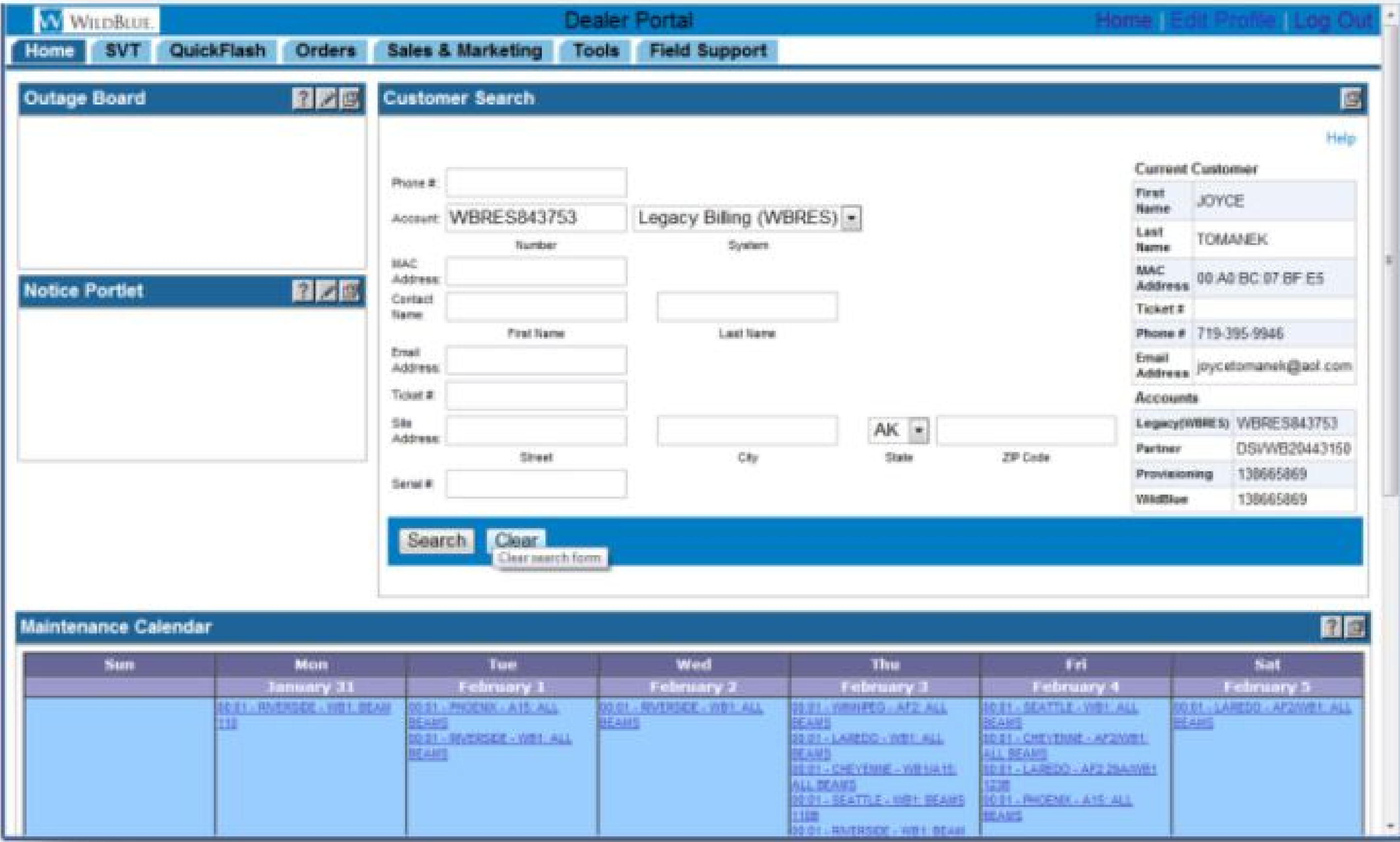
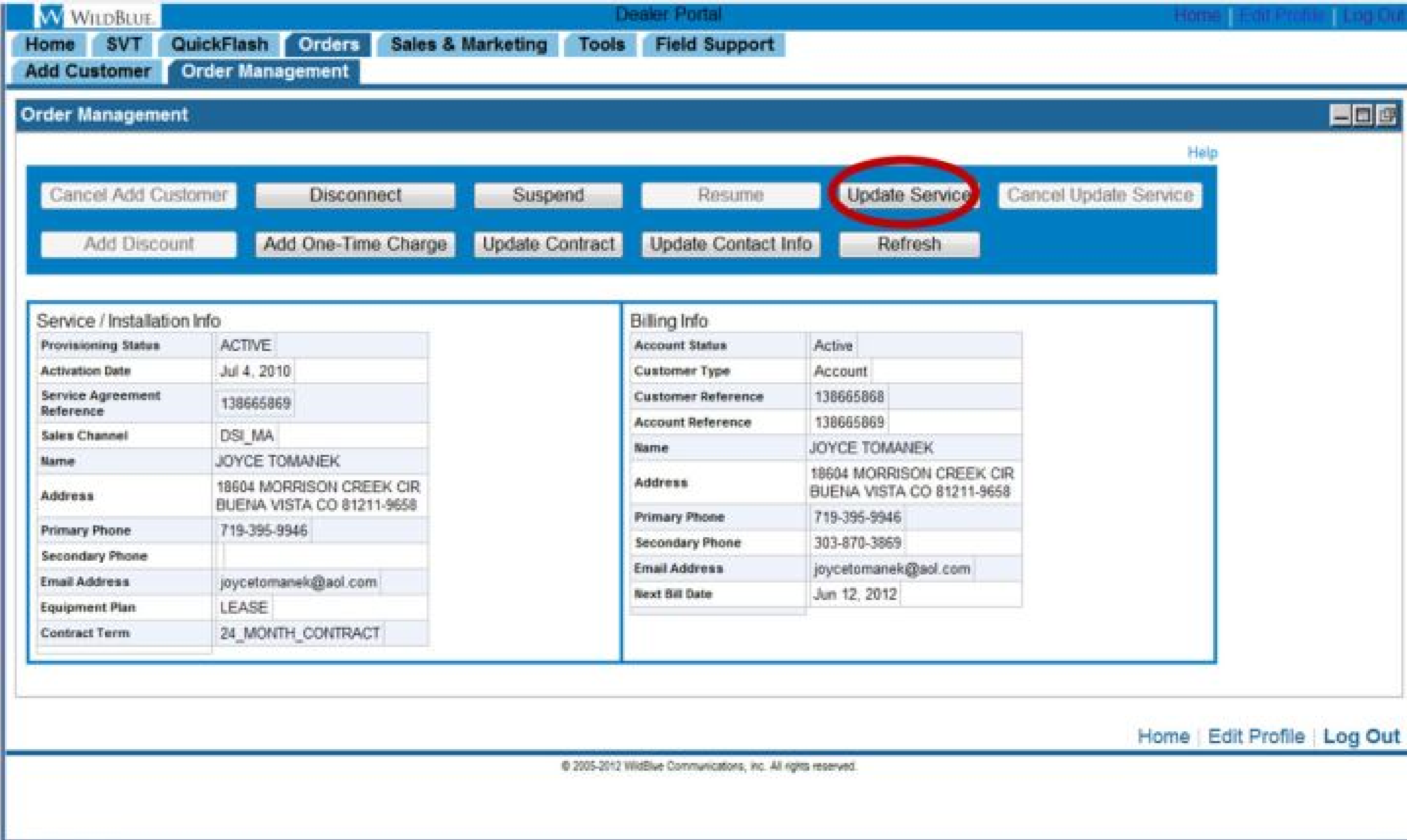
Recall that either Exede 5 or Exede 12 services are available based on the geographic location of the Customer. The Order Entry Process will present the speed and data plans available for the Customer.

↓ Follow these steps to complete the Upgrade order:

Step	Action
1.	Log into the Dealer Portal with your Self-Installing Dealer ID, and password.

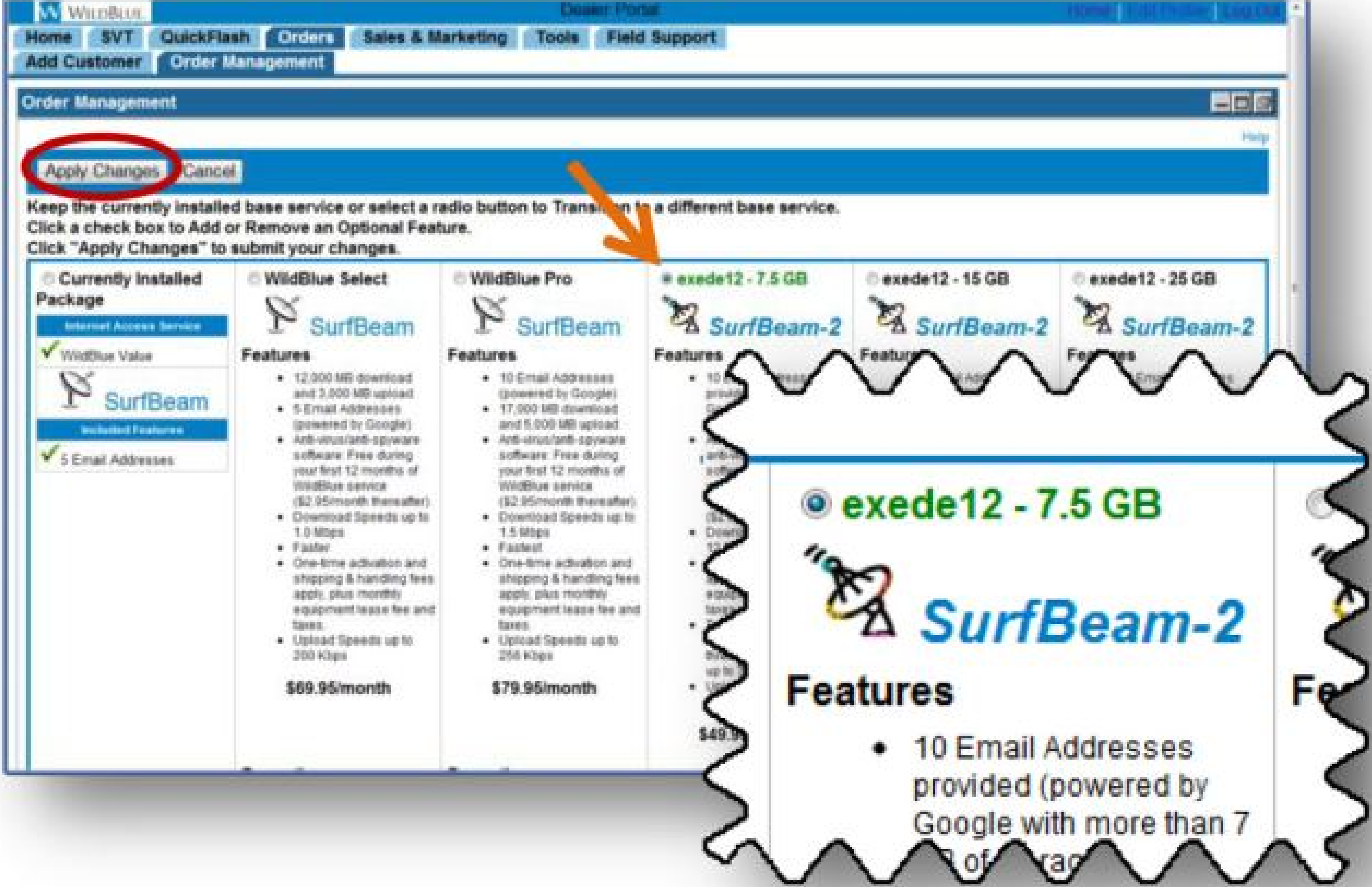
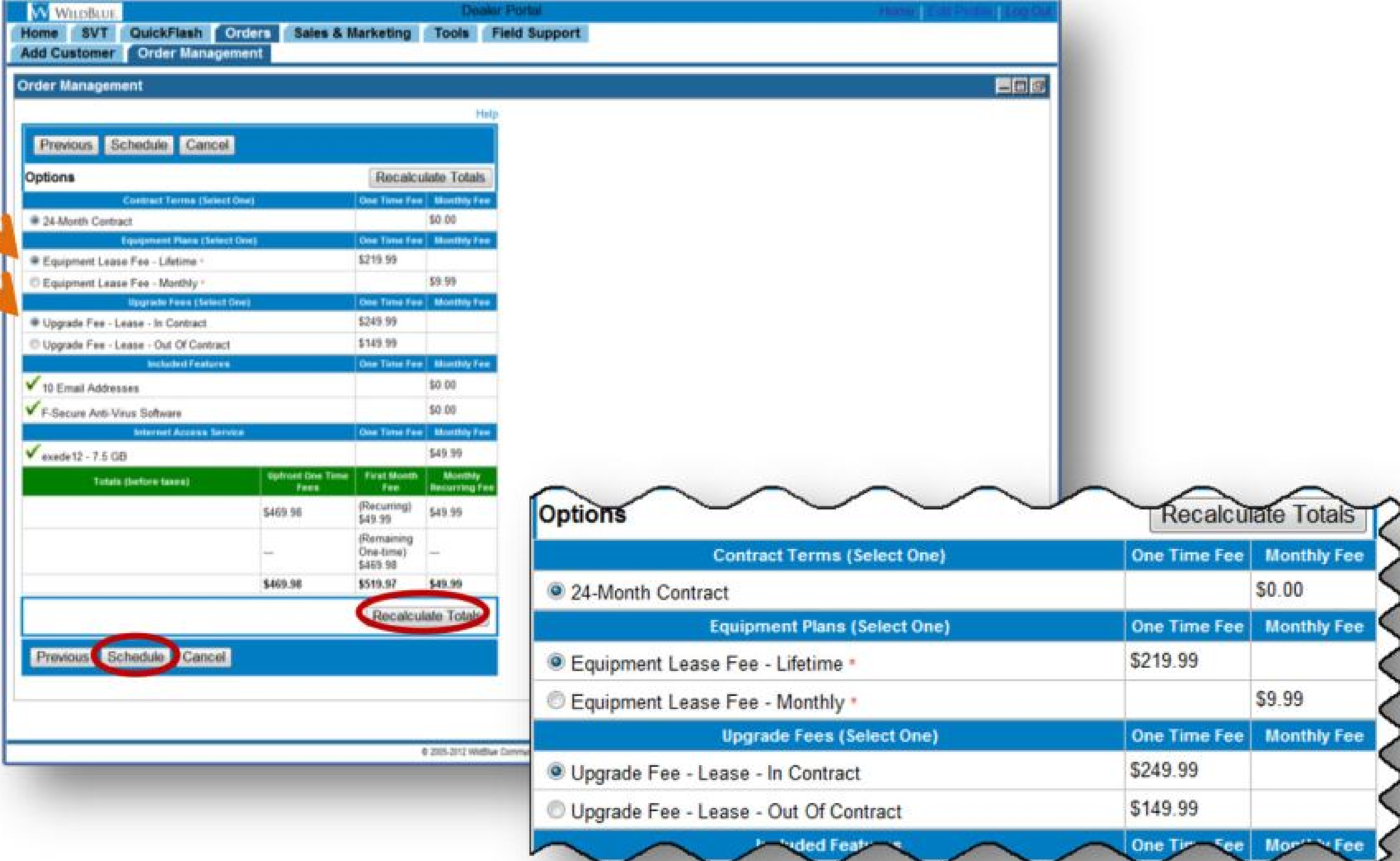
Upgrade Program CONTINUED.

Order Entry Process CONTINUED:

Step	Action (continued)
2.	<p>On the Home tab, locate the Customer using their WBRES account number, phone number, or MAC address of their modem.</p> 
3.	<p>Click the Orders tab, and then the Order Management tab. The Customer's current information appears. Click the Upgrade Service button.</p> 


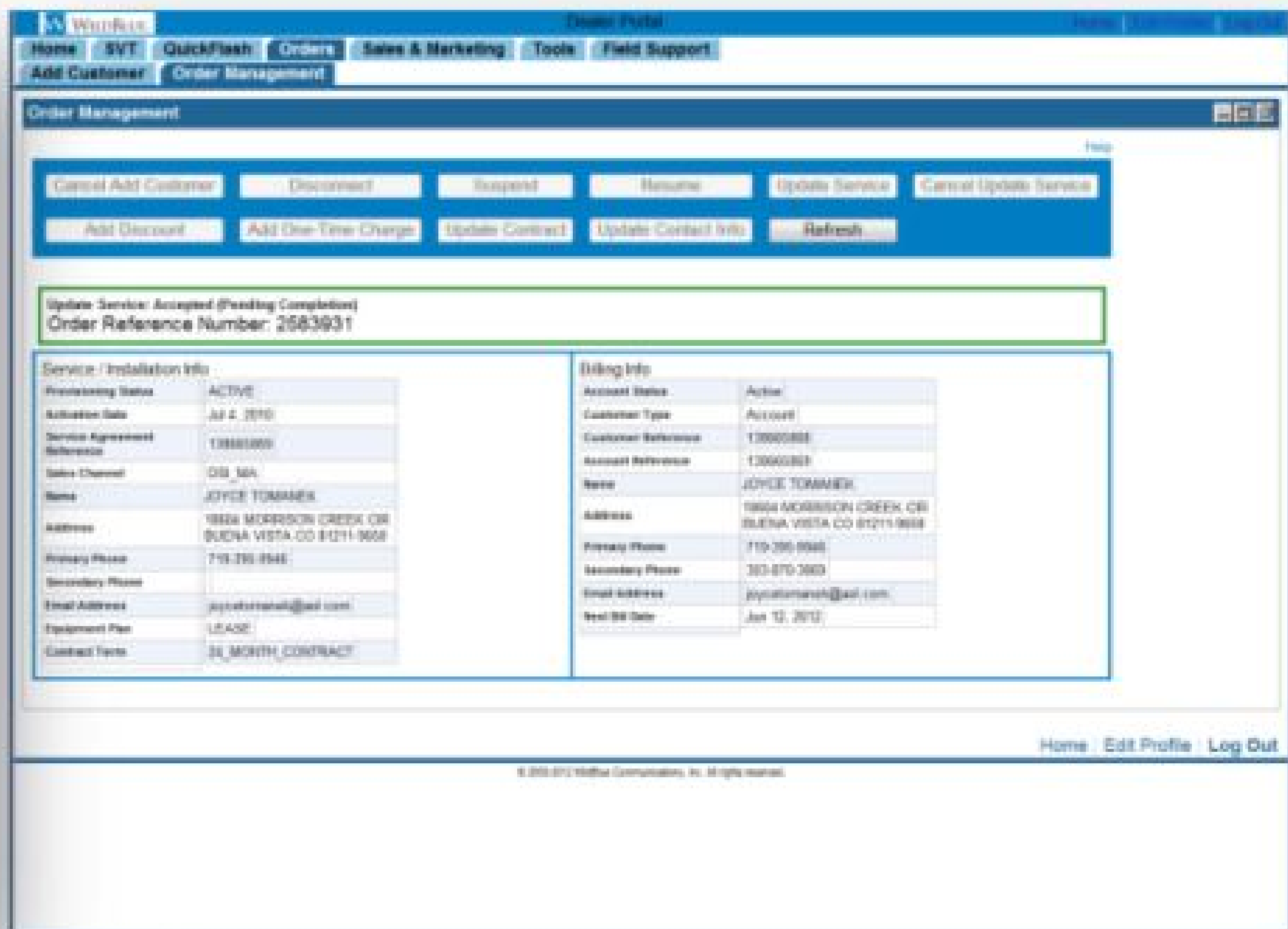
Upgrade Program CONTINUED.

Order Entry Process CONTINUED:

Step	Action (continued)																																				
4.	<p>Select the radio button for the Exede SurfBeam 2 service the Customer wants. Click Apply Changes.</p> 																																				
5.	<p>Select the appropriate radio buttons for <i>Equipment Plans</i> and <i>Upgrade Fees</i>. Click Recalculate Total, and provide the exact costs to the Customer. Click Schedule.</p> <p>Note: The Schedule page is always blank for Self-installing Dealers, who use their own scheduling tools.</p>  <table border="1" data-bbox="1065 2287 1889 2641"> <thead> <tr> <th>Options</th> <th>One Time Fee</th> <th>Monthly Fee</th> </tr> </thead> <tbody> <tr> <td colspan="3">Contract Terms (Select One)</td> </tr> <tr> <td><input checked="" type="radio"/> 24-Month Contract</td> <td></td> <td>\$0.00</td> </tr> <tr> <td colspan="3">Equipment Plans (Select One)</td> </tr> <tr> <td><input checked="" type="radio"/> Equipment Lease Fee - Lifetime *</td> <td>\$219.99</td> <td></td> </tr> <tr> <td><input type="radio"/> Equipment Lease Fee - Monthly *</td> <td></td> <td>\$9.99</td> </tr> <tr> <td colspan="3">Upgrade Fees (Select One)</td> </tr> <tr> <td><input checked="" type="radio"/> Upgrade Fee - Lease - In Contract</td> <td>\$249.99</td> <td></td> </tr> <tr> <td><input type="radio"/> Upgrade Fee - Lease - Out Of Contract</td> <td>\$149.99</td> <td></td> </tr> <tr> <td colspan="3">Included Features</td> </tr> <tr> <td><input checked="" type="checkbox"/> 10 Email Addresses</td> <td></td> <td>\$0.00</td> </tr> <tr> <td><input checked="" type="checkbox"/> F-Secure Anti-Virus Software</td> <td></td> <td>\$0.00</td> </tr> </tbody> </table>	Options	One Time Fee	Monthly Fee	Contract Terms (Select One)			<input checked="" type="radio"/> 24-Month Contract		\$0.00	Equipment Plans (Select One)			<input checked="" type="radio"/> Equipment Lease Fee - Lifetime *	\$219.99		<input type="radio"/> Equipment Lease Fee - Monthly *		\$9.99	Upgrade Fees (Select One)			<input checked="" type="radio"/> Upgrade Fee - Lease - In Contract	\$249.99		<input type="radio"/> Upgrade Fee - Lease - Out Of Contract	\$149.99		Included Features			<input checked="" type="checkbox"/> 10 Email Addresses		\$0.00	<input checked="" type="checkbox"/> F-Secure Anti-Virus Software		\$0.00
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Upgrade Program CONTINUED.

Order Entry Process CONTINUED:

Step	Action (continued)
6.	<p>Click Submit Order. The Pending Complete Confirmation page appears.</p> <div style="display: flex; justify-content: space-around;">   </div>

WildBlue SurfBeam Leased Equipment:

When an Exede SurfBeam 2 account is activated during an upgrade, boxes for the current WildBlue SurfBeam equipment are automatically sent to the Customer. Recall that Installers remove the TRIA and Modem and hand them to the Customer for return to ViaSat using these boxes. The Customer is responsible for returning the leased equipment. Installers **must not** remove this equipment from the Customer's location. The antenna (ODU) may be disposed of in any responsible manner that is agreeable to the Customer. If the Installer removes the mount bracket from a roof/wall, the Installer/Dealer assumes all responsibility for that removal. ViaSat is not party to any removal or de-installation process. For more information, see [Leaving SurfBeam Equipment during an Upgrade Technical Bulletin](#), available on the **Field Support** tab in the **Dealer Portal**.

Upgrade Standards:

ViaSat has issued new Standards for an upgrade installation/service call. The Self-Installing Dealer is responsible for ensuring their Installers follow all of these standards. For more information, see [Upgrade to Exede Service Standards](#), available on the **Field Support** tab in the **Dealer Portal**.

Part Two | Go To Market Strategy

DSI Leaseship Program

Program Details

LEASESHIP allows DSI dealers to purchase Exede equipment on net 45-day terms. The purpose of the program is to help our dealers purchase equipment without up-front, out of pocket expense. Equipment and freight are billed on an invoice for each system ordered.

DSI allows each dealer to pay for their equipment by directing the equipment reimbursement dollars, earned for each activation, to the oldest open leaseship invoice. Should equipment be purchased and not activated an open invoice would come due at 45 days and payment is expected to be rendered at that time. 45-day terms are secured by signing the **LEASESHIP** agreement and securing the agreement with a valid credit card kept on file with DSI. Should there be no open invoices DSI will always pass through 100% of the hardware subsidy to the dealer. Either in Cash or ACH payment to the dealership.

Participation in the **LEASESHIP** Program, requires a completed and signed **LEASESHIP** form available from your Territory or Business Development Manager to be eligible for the program. Participants in **LEASESHIP** will be paid their commissions as soon as payment has been made by ViaSat to DSI. Commission payments are received on a payment file on Thursdays. ACH deposits are usually applied to your account on Mondays of the following week. The actual price of the Exede Hardware is based on the pricing schedule on the **LEASESHIP** agreement

Understanding DSI Leaseship Program.

- Leaseship equipment may not be used for service calls.
- Leaseship equipment may only be used for new activations, moves, or upgrades.
- Equipment Reimbursement will be directed to any open Leaseship Invoices
- Oldest invoice cleared first.
- All remaining funds are sent to dealer via ACH, paid weekly, on Friday's for Monday's Deposit.
- Any invoice open after 45 days will be paid for by valid credit card on file.
- Product may not be sent to a consumer or a technician

4 Pack Charge

Invoices are based on the actual cost of the product purchased and actual freight charges.

Single Pack Charge

For each Single Pack Leaseship Order, an additional charge of \$14.00 for packaging is added to each single pack ordered. Freight is \$29.00 per single Pack.



Dealer Reports.

LEASESHIP PAYMENT REPORT - Sent by e-mail to your account each Friday (Noon CST) showing all hardware subsidy payments made on your behalf

LEASESHIP AGING REPORT - Sent by e-mail to your account each Monday (6am CST) showing all open **LEASESHIP** invoices with due date for payment

LEASESHIP Ordering.

- Within the **WildBlue Portal Notes Box**, make sure to type: **LEASESHIP**
- If you failed to enter **LEASESHIP**, complete the Exede **LEASESHIP UPGRADE FORM**
 - ⚡ This can be sent to you by your local DSI Territory Manager

LEASESHIP To Multiple Locations.

- Must be a secondary business location
- Shipments will NOT be sent to either the Consumer's or Technician's home address
 - ⚡ Business name must be the same
 - ⚡ Dealer is responsible for supplying DSI with the correct ship to location
 - ⚡ Incorrect shipments will not be re-routed by DSI
 - ➡ All freight charges will be the responsibility of Dealer in these cases
- Dealer must indicate during the order process the ship to location
- Within the **WildBlue Portal Notes Box**, make sure to type: **LEASESHIP1**, **LEASESHIP2** or **LEASESHIP3**
- All current **LEASESHIP** policies apply

AS AN SI BUSINESS, YOU SHOULD BE EQUIPPED WITH THE FOLLOWING BACKUP HARDWARE:

- | | |
|-------------------------|---|
| • 1-2 Additional Modems | • 1-2 Additional Tiers |
| • 1 Additional Dish | • Each complete system will cost \$340.00 |

WHY? Your business will save valuable time should you receive a non-working piece of hardware.

DOWNLOAD AGREEMENT





Navigating Leaseship

Leaseship To Multiple Locations

- Must be a secondary business location
- Shipments will NOT be sent to either the Consumers or Technicians home address
- Business name must be the same
- Dealer is responsible for supplying DSI with the correct ship to location • Incorrect shipments will not be re-routed by DSI
- All freight charges will be the responsibility of Dealer in these cases • Dealer must indicate during the order process the ship to location
- Within the WildBlue Portal Notes Box, make sure to type: LEASESHIP1, LEASESHIP2, or LEASESHIP3
- ALL current LEASESHIP policies apply

Best Practices

- As an SI business, you should be equipped with the following Backup Hardware
- 1-2 Additional modems
- 1-2 additional tiers
- 1 additional Dish
- Each complete system will cost \$340.00
- Why? Your business will save valuable time should you receive a non-working piece of hardware

Leaseship Payments

Viewing DSI LEASESHIP Payments are available on One Stop - Establish your account today.

Open WildBlue Commission Detail in DSI OneStopClick on WildBlue Commission Detail this will show payments being applied to Total Amount of Invoice.

Pay status of Paid with Hardware Subsidy means that the hardware subsidy money was applied to the oldest open Invoice.

Reporting

LEASESHIP PAYMENT REPORT - Sent by e-mail to your account each Friday (Noon CST) showing all hardware subsidy payments made on your behalf

LEASESHIP AGING REPORT - Sent by e-mail to your account each Monday (6am CST) showing all open LEASESHIP invoices with due date for payment



Frequently Asked Questions About LEASESHIP.

I used my hardware for a service call. How will this affect my reimbursement and payment?

If you use **LEASESHIP** equipment, there is no new customer hardware subsidy payment made so that invoice will continue to stay open. If a modem is used on a service call, you will need to RMA the original defective Modem or Tria back to DSI. A credit will be placed on the account for the defective unit. Be sure to have spare Exede hardware on your service trucks at all times.

The **LEASESHIP** model is not meant for service call replacements. **Do not use your Leaseship hardware for any service calls.** Exede antennas are not to be sent back to DSI as they do not fall under the ViaSat RMA program.

What should I do with LEASESHIP equipment for a customer that has now cancelled?

With the **LEASESHIP** equipment you have, you should use that to install the next new customer. ViaSat and DSI does not track **LEASESHIP** modems to customers until they are installed - the equipment can be used on any new customer or upgrade customer regardless of the ship to customer name and time of order entry into the WildBlue Portal.

Co-Op Program.

Every dealer earns advertising dollars, called co-op dollars, for each activation made.

Co-Op Dollars Earned.

\$70.00 per activation with a 60/40 redemption rate.

We can increase that rate if you are doing more than one tactic in a quarter. All we need is a business plan and if you do 4 or more tactics, we can get you up to a 90% redemption rate.

Local HQ Program.

This program is designed to share the cost of acquiring quality new customers and improve your local presence in your DMA. **It's as easy as 1-2-3.** Simply plan and fill in your monthly commitment; we will help you run your marketing campaigns and claim your co-op reimbursement.

A new Local HQ form will be required at the beginning of each quarter.

SIGN UP HERE

LOCAL HQ AGREEMENT FORM

Number Of Tactics	Amount Of The Claim	Co-Op % ViaSat Contribution/Dealer Contribution
1	\$0 - \$1,999.99	60/40
2	\$2,000.00 - \$2,999.99	80/20
3	\$3,000.00 - \$3,999.99	85/15
4 Or More	\$4,000.00 Or More	90/10

Using 3rd Party Partners.



Lorex and Trost are Exede-approved partners who create most anything you need to make an impression for your business. From brochures to clothing to event set-ups, such as tents, blades or signage, they have what you need. Everything they have on their sites is pre-approved.

OneStop Shop.



DSI will place your ad, pay 100% of the ad, and invoice you for just your share (depending on your local HQ agreement).

EXEDE LOCAL HQ FORM

Dealer Benefits:

- No more floating money or hassles.
- Save time and energy by allowing DSI to manage the entire advertising process.
- Save time on pre-approval and working with your media company.
- Save money by only paying for the amount owed.

To go through OneStop Shop, use this ad request link:

AD REQUEST LINK

DSI offers a state-of-the-art Call Tracking Service with every ad you place!

Benefits Include:

- FREE phone number, either Toll Free or Local, for your ad campaign.
- Track every phone call generated from the ad campaign.
- Record all your calls to play back and listen to the effectiveness of your sales pitch.
- Receive daily and weekly reports detailing the effectiveness of your campaign or login and pull report.

Spring Offer Results (What we know):

- Staff hours accordingly.
- 23% of all calls occur after 5pm.
- 2% occur prior to 9am.

Have a professional voicemail:

- 12% of calls were missed or busy.
- Forward calls to avoid busy signals.

Lorex.

1. Mapping

National Broadband and Demographics

The team at SatelliteInternetMarketing.com are experts in the National Broadband Map and also have a number of other sophisticated, proprietary mapping tools to help you understand your market and your opportunity. Call us and we'll help you map a successful marketing strategy!

2. Modeling & Targeting

Pinpoint Your Best Customers

Lorex converts your map data into a detailed household level report of your service area. This is not an approximation based on zip code or postal carrier route overlays. We can even segment the households within your footprint by key demographics. We model your current customer base and find more people like them. Interested in targeting business customers? We can provide that as well.

3. Marketing

Multiple Methods To Reach Homes

We provide a number of different marketing programs that will deliver your message directly into the right types of homes within your service area. Our direct mail, print media, door-to-door and telemarketing programs are fast, targeted and very effective.

4. Tracking

Follow Up To Increase Your ROI

Measuring the return from your marketing investment is easy with the right tools. Our tracking programs let you know which strategies are the best for the areas you are targeting.



VISIT LOREX WEBSITE

Trost.



Your one stop shop for all your Exede Promotional Tools.



Products & Services

Direct Mail Post Cards

SatLeads prints and processes all of its mail in-house. Because we service clients nationwide we are able to process multiple jobs together to combine economies of scale in printing and processing. This results in significant cost savings in printing, postage and shipping. Many of our jobs use a "Group Buy" model that allows us to create large quantities of generic designs and then customize them for individual dealers. Custom cards and single campaigns are also options for dealers.



Our services include:

- | | |
|------------------------|---|
| Strategy | Letter-shop and Mailing Services |
| Design | Analytics |
| Print | Co-op processing |
| Data Processing | |

Our standard postcards are designed to stand out from other mail using a heavy 10pt Card Stock. Our sizes include but are not limited to: 4"x6", 6.125"x9.5", 6.25"x9.5" (Every Door Direct Mail), 6.125"x11", 11"x17" trifold, 6.125"x18 bi-fold. These size options optimize the ability to cost effectively produce a high quality direct mail design, while keeping costs low based upon the combined value.

Commercial Printing

If you need printing we are your printing source. With our in-house print and mail shop we can help you no matter what the size of job. Let us help you the next time you need printing services.

Our printing services include:

- | | | | |
|-----------------------|------------------|---------------------|------------------------------|
| Flyers | Rack Card | Booklets | Magazines |
| Door Hangers | Folders | Calendars | Books |
| Letterhead | NCR Forms | Letter Packs | Large Format Printing |
| Business Cards | Brochures | Catalogs | And More... |

Promotional Products and Apparel

We are your promotional product distributor. Promotional products, also known as ad specialties, make up a nearly \$17 billion dollar industry and are used by virtually every business in America. Why? Items like mugs, pens and t-shirts are memorable and provide a better cost per impression for advertisers than almost every major marketing effort like TV, magazines and the Internet. We are able to supply your company with every possible promotional product from over 3000 suppliers. With so many ad specialties available there is a huge opportunity for professionals like you to boost ROI and leave a lasting impression with your customers. Our mission is to help you create long-lasting relationships with your clients through the power of promotional products.

VISIT TROST WEBSITE

Advertising Guidelines.

VIEW EXEDE RETAILER MARKETING GUIDELINES

Claiming Co-Op.

Once you have picked a tactic and are ready to claim co-op, we have a very simple process to file claim. Processing time, if the claim is complete, takes between 7-10 days.

Please refer to the following instructions on how to claim your co-op.

1 **DSI systems**

Why DSI Opportunity Satellite Brands Available Home Automation/Security **Support**

Dealer Tools Training Announcements DSI TechNetwork

DSI OneStop
Claim Co-op
DSI App

Why Partner With DSI

DSI has served Independent Retailers for over 32 years and continues to do so through quality customer service, convenience and strong product offerings to make you profitable.

exede
INTERNET

Choose the **Support** Tab ▶ **Dealer Tools** Tab ▶ **Claim Co-Op**
or head directly to https://www.dsisystemsinc.com/claim_co-op.php

Claiming Co-Op CONTINUED.

2

Co-op Guidelines Exede Marketing Guidelines

Co-op Claim Entry Form

Due to new requirements, only one advertisement can be entered per claim. **Thanks for your cooperation!**

DSI Dealer Number:

Contact Name:

Contact Phone:

Contact Email:

Claim Date & Time: * 3/18/2016 9:53:52 AM

Start Date: * 3/18/2016 **End Date:** * 3/18/2016

Type of Advertising: * --select a type--

Exede-SI
Exede-SO
Vendor: * Vlvint

Total Amount of Advertising: *

Amount Claimed: *

Notes for Co-op Dept: *

--select a type--
 TV
Radio
 Newspaper
 Event
Vehicle Wrap & Magnets
Billboard
Direct Mail
Flyers/Postcards
Yard Signs
Kiosk
Proximity Plus - Lorex Direct Mail
Merchandise
Door Hangers
Microsite
Office Building Sign
Online Banner Ad
Phone Book/Directories
Automatic Radius - Trost Direct Mail
Other (Please Explain)

4 * Required Field

- 1.** Fill in **Dealer** and **Contact** information
- 2.** Choose **Tactic**
- 3.** Continue to fill in claim information
- 4.** Once everything is complete, click button to continue to **Step 2**

3

Co-op Guidelines Exede Marketing Guidelines

Co-op Claim Entry Form

Due to new requirements, only one advertisement can be entered per claim. **Thanks for your cooperation!**

- Please select a file to upload.

Step 2: Invoice/Receipt (Required)

1 Test file - d...er point.pdf

Proof of Performance upload requirements:

- Newspaper - Tear Sheet for each date/paper
- Radio - Notarized script with dates and times
- Direct Mail - Sample of piece
- Billboard - Picture of billboard; should be Photo of each location and contract
- Event - 2 pictures of the Booth set-up
- Magazine - Magazine cover and page with ad
- Yellow Book - Phone book cover and page with ad
- Yard Signs - Pictures or graphic of the yard sign; should be Photo of the sign
- Business Cards - Photo/Scan of business card
- Business Sign - Photo of sign

2 Test file - d...er point.pdf

3

Uploaded Files

Proof of Advertising-Test file - do not process - using steps to build power point.pdf
Proof of Advertising-Test file - do not process - using steps to build power point.pdf

- 1.** Upload the **Invoice** for your **Tactic**
- 2.** Upload **Proof of Performance**
- 3.** Click **Complete** when finished

4

Co-op Guidelines Exede Marketing Guidelines

Co-op Claim Entry Form

Due to new requirements, only one advertisement can be entered per claim. **Thanks for your cooperation!**

- Thank you, claim # 48964 has been submitted and is pending approval.

DSI Dealer Number:

- Thank you, claim # 48964 has been submitted and is pending approval.

DSI Dealer Number: *

After claim is successfully submitted, you will receive an **On-screen Confirmation Number**

Claiming Co-Op CONTINUED.

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coop@dsisystemsinc.com
Popovich, Bob

Sent: Mon 6/24/2013 10:30 AM

Subject: Coop Claim Submitted

Thank you for submitting your co-op claim via the DSI Systems Website. Your case has been submitted for approval and you will be notified once reviewed. Our co-op department will process this claim as soon as possible and contact you with any questions. If you have any questions in the meantime, please contact your DSI Co-op Department at 515-457-2833 or send an email to: coop@dsisystemsinc.com

Co-op Department
DSI Systems
11338 Aurora Ave
Des Moines, IA, 50322

Your co-op claim details are as follows:

Claim#: 25643;
DSI Dealer Number: 562226;
Contact Name: Bob Popovich;
Contact Phone: 317-407-4071;
Contact Email: bob.popovich@dsisystemsinc.com;
Claim date and Time: 6/24/2013 9:30:05 AM;
Advertising Start Date: 6/24/2013;
Advertising End Date: 6/24/2013;
Type of Advertising: 5;
Vendor: Exede-SI;
Total Amount of Advertising: \$200.00;
Amount Claimed: \$200.00;
Thank you,

Co-op Department
DSI Systems

You will also receive an **E-mail Confirmation** with your submitted claim information

Payment Timeline.

- Claims are processed **daily**.
- May take **48 hours** to process your claim.
- Goal is to have payment back to you within **7 to 10 days**, but may take **14 days**.
- Only claims with complete and correct documentation submitted by **5pm CST Tuesday** will make **Friday Payout**.
- Holiday weeks may experience a delay.

CONTACT YOUR DSI REPRESENTATIVE WITH ANY QUESTIONS REGARDING CO-OP CLAIMS.

800-888-8876 | www.dsisystemsinc.com

Display Solutions.

Show Room Unit.

Exede allows you to have 1 showroom unit per showroom.

Please request your showroom account by filling out the following form.

REQUEST SHOWROOM ACCOUNT

Dealer Locator.

If you would like to be included on the Exede website, you will need to fill out the following request.

Once the form is complete, your ASM will work to approve you. You should hear back within 48 hours.

EXEDE DEALER LOCATOR REQUEST



Equipment Return Policy.

Exede RA Process Effective November 2016.

Troubleshooting

Consumer contacts ViaSat customer service to troubleshoot the unit in question. If Exede customer service determines an RA is required, they will issue a FSM case number and a service call will be processed to the original installing dealer.

Defective Product Authorization

When the dealer receives the FSM case number from ViaSat, it indicates they have received authorization to return the unit(s) to DSI. Simply write the FSM Case Number on the outside of the box and ship to the closest DSI warehouse that processes returns. **Unauthorized RA's will be sent back to the dealer freight collect.**

DSI Shipping Locations



Dallas Warehouse

11114 Grader Street
Dallas, TX 75238
Attn: RA Department



Kennesaw Warehouse

3380 Town Point Drive,
Building #1, Suite 160
Kennesaw, GA 30144
Attn: RA Department

RA Requirements

When the unit arrives at DSI, it must have:

OUTSIDE THE BOX

The "FSM Case Number" noted on the outside of the box. The case number is what allows DSI to issue credit to the appropriate dealer.

INSIDE THE BOX

Exede RA Check List:

- ✓ FSM Number
- ✓ Dealer name
- ✓ Exede/WildBlue Account ID
- ✓ Product check list
- ✓ Power cords, power bricks & cables

CONTINUED ON NEXT PAGE

Equipment Return Policy.

RA Requirements CONTINUED

Serial number of returned unit must match serial number on FSM number. All parts must be boxed separately. Dealer is responsible for proper packaging and shipping back to DSI. Independently boxed units in a large box will be processed. Each box must have FSM ID written on the outside of the box. **Multiple pieces (unboxed) in a single box will not be accepted.**

Exede ATA (VoIP) is not applicable per ViaSat program.

Warranties

Warranties are set forth by ViaSat and followed by DSI. Warranties are subject to change by ViaSat without notification. Acceptable models authorized for return are specified by ViaSat.

Shipping

Shipping costs back to DSI are the responsibility of the dealer. Credit will be processed for each returned ViaSat product at original purchase cost. If a replacement unit is required, an order needs to be placed for the necessary product.

How To Locate Your Credit

Credit is then issued at the original purchase price. Credit can be located on DSI OneStop. Please allow 3 to 5 days to process once received at DSI.

**PLEASE CONTACT YOUR DSI TERRITORY MANAGER
OR BUSINESS DEVELOPMENT REPRESENTATIVE FOR ADDITIONAL QUESTIONS.**

800-888-8876 | www.dsisystemsinc.com



Equipment Return Policy.

Please include this form with your shipment. Including this information helps DSI process your return quickly.

FSM Case Number _____

Dealership Name _____

DSI Dealer Number _____

Exede Dealer ID _____

Product Return Check List:

___ Power Cord(s)

___ Power Brick(s)

___ Interfacing Cable(s)

___ Modem/Tria(s)

***Power Cords, Power Bricks, and Cables must be packaged in separate box from Modem or Tria.**

DOWNLOAD RA CHECKLIST

Installation Resource.

Use the following links and resources to guide you on proper installation practices and upkeep.

EXEDE TECHNICIAN WELCOME PACKET

BROUGHT TO YOU BY **exede**

**APP INSTALLATION
INSTRUCTIONS**

APPROVED ACCESSORIES

COAX EXAMPLES

**QUALITY INSTALLATION
STANDARDS**

**NON-STANDARD
INSTALLATION**

INSTALLATION OPTIONS

NEW APPROVED SIDE MOUNT

ESVT REFERENCE

GROUNDING POSTER

DON'T BE THAT TECH!

SOS PROGRAM OVERVIEW

FIELD OPERATIONS

**WALL MOUNT
POSTER**

**POLE MOUNT
POSTER**

**ROOF MOUNT
POSTER**

exede®



DSI systems 