BEFORE THE GEORGIA
PUBLIC UTILITY COMMISSION

In the Matter of	)	
	)	
Application of Viasat Carrier Services, Inc.	)	
for Designation as an Eligible Telecommunications	)	Docket No. 42135
Carrier to Receive Connect America Fund Phase II	)	
Auction (Auction 903) Support for Voice and	)	
Broadband Services	)	

AFFIDAVIT

Robert J. Blair, personally appeared before the undersigned Notary Public and stated under oath that he is the President of Viasat Carrier Services, Inc. ("Viasat"), that he is authorized by Viasat to execute this Affidavit on its behalf, that he is over the age of twenty-one (21) and competent to give the following testimony:

1) On February 22, 2019, the Georgia Public Service Commission ("Commission") issued an Order on Application for Designation as an Eligible Telecommunications Carrier ("Order") designating Viasat an ETC in the census blocks identified in Attachment 1 to the Order.
2) The Order requires an Officer of Viasat submit an Affidavit 90 days from the date of the Order if Viasat has not begun offering service, and every 90 days thereafter until Viasat begins offering service in Georgia.
3) The Order also requires that, prior to launching service, Viasat provide responses to data requests STF 1-7, 1-9, 1-11, 1-12, 1-13 and 1-14.
4) Viasat's ongoing efforts to prepare the launch of its Connect American Fund Phase II ("CAF II") supported services began before Viasat received its ETC designation in Georgia and before the subsequent disbursement of the first CAF II support payment for Georgia. Viasat has continued these efforts over the past two years leading up to its anticipated launch of CAF II supported services by the December 31, 2022, initial milestone deadline.
5) In February 2020, Viasat began an end-to-end upgrade of all internal systems. These

activities, which are necessary to give Viasat the functionality to offer the CAF II service, including the ability to determine availability of CAF II services by census block, continued through the third quarter of 2022.

6) In February 2021, Viasat's engineers began testing versions of the CAF II service offers in limited markets. Viasat continued to test versions of its CAF II offers through the third quarter of 2022. This testing focused on (1) performance of the newly upgraded internal systems, (2) verifying service configurations necessary to meet FCC service standards, (3) verifying the functionality of the CAF II service availability tool by census block, and (4) building the CAF II required service plans and customer self-help tools for such plans.

7) In order to ensure a smooth rollout of CAF II services by the end of 2022, Viasat also implemented an initial, limited launch of CAF II-compliant services in select census blocks. The limited launch has allowed Viasat to test and refine its approach to CAF II implementation. Viasat anticipates phasing in launch of its services throughout its CAF II awarded census blocks, including those in Georgia, in the fourth quarter.

8) Viasat continues to learn from the limited launch even as it completes the implementation of the internal systems and processes that will be necessary to successfully launch CAF II services in all supported states, including Georgia. Among other things, Viasat is working to improve functionality and customer experience based upon what it has discovered from the limited launch. These improvements include, but are not limited to, necessary back-office development to improve its service availability tool, development to allow customers to more-easily transition from standard VSI plans to CAF II plans, and improved marketing development to target eligible customers, including tribal land customers. Additionally, Viasat has continued to invest in the construction of a new satellite that will be used to support the needs of the CAF II service as it is rolled out across the country.

9) Viasat's responses to the outstanding data requests follow:

STF 1-7: Please provide a detailed list of all service offerings that are/ will be available in Georgia and the rates associated with these services. Please identify which of these services will be available to customers eligible for the Lifeline discount.

Response: Attached hereto as Attachment 1-7 is a summary of Viasat's CAF II standalone voice, broadband and voice plus broadband service plans, including monthly recurring charges, installation charges, and equipment charges. Attachment 1-7 also includes information on the applicable Lifeline, Tribal Lifeline and Link Up discounts.

STF 1-9: Please provide the Company's terms and conditions of service. Please also identify the method by which customers are provided the terms and conditions.

Response: Viasat's Terms of Service are available on its website at Viasat.com/Legal, under "Residential – Viasat Internet Services," and within the Customer Agreement and other related policies. The Customer Agreement contains separate Addendums specifically referencing CAF II and Lifeline, and will be updated at various points prior to Viasat's launch in all of its awarded states.

STF 1-11: (a) Please state whether customers incur any charges for equipment, and, if so, identify the charges. (b) Please state whether customers are charged any activation charges, and, if so, identify the charges. (c) Please state whether customers are charged any other non-recurring charges, and, if so, identify the charges. (d) Please state whether any of the charges identified in your response to (a) through (c) are listed in a customer contract, and if so, provide the citation to the section of the contract for each of these charges. (e) Please state whether any of the above charges are waived for customers eligible for the Lifeline discount.

Response:

(a) Please state whether customers incur any charges for equipment, and, if so,

identify the charges.

Please see Attachment 1-7 and the response to (d), below.

(b) Please state whether customers are charged any activation charges, and, if so, identify the charges.

Please see Attachment 1-7 and the response to (d), below.

(c) Please state whether customers are charged any other non-recurring charges, and, if so, identify the charges.

Please see Attachment 1-7 and the response to (d), below.

(d) Please state whether any of the charges identified in your response to (a) through (c) are listed in a customer contract, and if so, provide the citation to the section of the contract for each of these charges.

Response:

a. **Customers do incur charges for equipment. Specifically, customers are currently charged $14.99 per month to lease the modem, antenna, and transceiver that are necessary to operate the service. The Viasat Residential Customer Agreement ("the Agreement") references these charges in Sections A(ii), C, F, 2.3, 3.1, and 5.7, in pages 1 and 3 through 5, as well as in the Lease Addendum, which begins on page 9.**

b. **Customers do incur charges for activation as part of the installation process. Specifically, customers are currently charged $100.00 as a one-time fee for activation/installation. The Agreement references these charges in Sections 2.3 and 3.1 on page 3.**

c. **Customers may incur non-recurring charges. Specifically, customers are charged the one-time $100 activation/installation fee mentioned above, and may be charged additional one-time fees**

for a non-standard installation or additional equipment purchased at the time of installation. Additionally, customers may opt to purchase additional High-Speed Data at any time during their service month and the charge would appear as a one-time charge. Customers may also elect to schedule service calls at their residence, and depending upon the reason for the service call and the customer's service plan, they may incur non-recurring charges for the visit and/or any additional equipment purchased, etc. Voice customers may also incur one-time charges for toll and directory assistance calls. Upon termination of a customer's account with Viasat, the customer may also be charged an Early Termination Fee and/or an unreturned equipment fee, depending upon whether the customer is still under contract, and depending upon whether the customer returned the leased equipment timely. The Agreement references these charges in Sections A, E, F, 2.3, 3.1, 3.2 on pages 1-4, within the Lease Addendum beginning on page 9, within the EasyCare Plan Addendum, beginning on page 10, and within the Voice Addendum beginning on page 12.

(e) Please state whether any of the above charges are waived for customers eligible for the Lifeline discount.

Response: Lifeline customers are not subject to any Early Termination Fees, and they may request toll limitation, at no charge, in order to limit one-time fees incurred through the Voice product. Lifeline customers on eligible tribal lands may be eligible for the Link-Up discount of up to $100 off installation/activation fees, which reimburses the entire cost of Viasat's activation/installation fee.

STF 1-12: Please provide a Georgia-specific customer application form which includes the following language: "Complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-656-4501 or 1-800-282-5813."

Response: Viasat uses a single application for all states that use the National Verifier. Specifically, Viasat directs customers to USAC's Lifeline application available here https://www.usac.org/wp-content/uploads/lifeline/documents/forms/LI_Application_NVstates.pdf. Viasat's communications with customers, website, and Georgia-specific advertising include the language "Complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-651-8600 or toll-free 1-800-869-1123."

STF 1-13: Please provide a Georgia-specific eligibility verification form to be used for the Company's annual recertification of its Lifeline customers which includes the following language: "Complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-656-4501 or 1-800-282-5813." Alternatively, if the Company intends to use its application form for annual verification, please so state.

Response: Viasat will only use the National Verifier process for recertification in states that utilize the National Verifier. Or, where appropriate, USAC's recertification form available here https://www.usac.org/wp-content/uploads/lifeline/documents/forms/LI_Recertification_UniversalForms.pdf. Viasat's communications with customers, website, and Georgia-specific Lifeline advertising will include the language "Complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-651-8600 or toll-free 1-800-869-1123."

STF 1-14: Please provide all proposed Georgia-specific Lifeline advertisements. All advertisements must include (a) the lowest cost service offering and (b) the following language: "Complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-656-4501 or 1-800-282-5813."

Response: Attached as Attachment 1-14 are copies of Viasat's proposed Georgia-specific Lifeline advertisements.

FURTHER AFFIANT SAYETH NAUGHT.

This the 4th day of November 2022.

Robert J. Blair
President
Viasat Carrier Services, Inc.

Sworn to and subscribed
before me this _____ day
of November 2022.

Notary Public
My Commission Expires:

See Attached Notary

California Jurat with Affiant Statement

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)

County of San Diego)

Subscribed and sworn to (or affirmed) before me on this 4 day of November, 2022,

by Robert Blair proved to me on the basis of satisfactory evidence

to be the person(s) who appeared before me.

KIMBRA LYNN DOYLE
Notary Public - California
San Diego County
Commission # 2281561
My Comm. Expires Mar 18, 2023

Kimbra L. Doyle

Signature of Notary Public

ATTACHMENT 1-7

CAF II Services

Service	Feature	CAF 25 Plan
Internet	Download Speed	25 Mbps
	Data	500 GB
	Video Resolution	Standard Definition
	Buy More Data (customers may purchase additional data, applies after use of initial 500GBs of data)	5 GB - $9.99 10 GB - $14.99
	Wi-Fi	Included
	Installation Fee (one-time)	$100
	Monthly Service Fee	$70.99
	Monthly Equipment Lease Fee	$14.99
	Minimum Service Term	12 months. Early termination fee is equal to $15 per month remaining in the minimum service term. Early termination fee does not apply to Lifeline customers.
VoIP (includes unlimited calling to the US and Canada)	Monthly Service Fee (if purchased with Internet service)	$29.99
	Monthly Service Fee (if purchasing stand-alone VoIP service)	$51.99
	Monthly Equipment Lease Fee	No additional equipment fee if purchasing with internet service. $14.99 lease fee applies if purchasing stand-alone VoIP service.
	Minimum Service Term	If purchased with internet, minimum service term is 6 months. If purchased as stand-alone VoIP, minimum service term is 12 months. Early termination fee is equal to $15 per month remaining in the minimum service term. Early termination fee does not apply to Lifeline customers.
Lifeline	Monthly Lifeline Discount	$5.25 for stand-alone VoIP (valid only through December 1, 2023). $9.25 for Internet or VoIP purchased with Internet. Additional $25 for eligible customers residing on Tribal Lands.
Link-Up	One-Time Discount Toward Installation Fee	Up to $100 for eligible customers residing on Tribal Lands.

ATTACHMENT 1-14

Fast internet (and more) for less in Georgia

See if you qualify for these federal programs and discounts

Viasat

CAF II CONNECTION 25 PLA N

Download speeds up to
25 Mbps

BEST FOR
Email, web browsing, and streaming on up to 3 small screen devices.

500 GB
High-Speed Data
$70.99/mo.

Eligible for Lifeline discounts

VIASAT VOICE



ALSO AVAILABLE
Viasat Voice plan
$29.99/mo.
with internet service

Voice-Only Connection plan
$51.99/mo.

Eligible for Lifeline discounts

Viasat, together with the Federal Communications Commission (FCC), offers Connect America Fund Phase II Auction (CAF II) affordable plans for qualifying areas. Additional discounts under the CAF II program are also available.

Connect America Fund Phase II Auction (CAF II)

The FCC's CAF II program focuses on expanding high-speed internet access to millions of consumers who otherwise wouldn't have access. Viasat participates in CAF II by providing the CAF II Connection 25 plan starting at $70.99/mo., and by offering home phone service (Viasat Voice)* for less. If you qualify, additional discounts are available.

Lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. The Voice phone service discount is $5.25/mo.* The internet discount is $9.25/mo. These discounts are offered in addition to discounted CAF II plan prices. If you qualify, your household can receive either the Voice discount or the internet discount, but not both. Lifeline benefits are nontransferable between other persons or households.

If qualified, and you live on federally-recognized Tribal lands, there are additional savings available including:

- Up to a $25 a month discount — this can be added to the Lifeline internet discount for a total monthly discount of up to $34.25.
- Link-Up program discount of up to $100 for initial installation or activation for Voice services.

You qualify for Lifeline if:

- Your household income is at or below 135% of the federal poverty level OR You or someone in your household is a participant in one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans and Survivor Pension Benefit.
- You are a tribal lands resident who participates in Lifeline-qualifying tribal programs.

Check if you're eligible

To determine CAF II plan eligibility:

Visit www.viasat.com/carrier-services

To determine Lifeline eligibility:

Visit Lifeline's National Verifier** at https://nationalverifier.servicenowservices.com/lifeline to see if you qualify for additional discounts, and if you do, apply online. You can also apply by mail by printing your application from https://www.lifelinesupport.org/get-started/ and mailing it, along with your proof of eligibility, to Lifeline Support Center, P.O. Box 7081, London, KY 40742.

Once your application has been approved, please call us at 1-855-851-7419 with your application ID. We can set you up with your CAF II plan and apply your Lifeline discounts.

*The voice-only Lifeline discount is $5.25 per month until 12/01/2023. The federal government is eliminating the stand-alone voice discount for most locations on 12/02/2023. For more details, visit: https://www.usac.org/lifeline/resources/program-data/#Census.

Service plans through the Connect America Fund - Phase II (CAF II) and Lifeline discounts are provided by Viasat Inc.'s affiliate, Viasat Carrier Services, Inc. Offer available to qualifying customers and in select areas only. Lifeline discount is only available to eligible customers with a CAF-II Connection 25 service plan or CAF-II Viasat Voice-Only Connection Plan. One-time standard installation fee may be charged at the time of sale. Internet or Voice plans require 12 mo. minimum service term. Minimum service term does not apply to Lifeline subscribers. Equipment lease fee is $14.99/mo. Taxes and surcharges may apply. Speeds and streaming video quality are "up to," will vary and are not guaranteed. Service is not available in all areas. Offer may be changed or withdrawn at any time. Keep your Viasat service up and running during power outages. Learn more about backup battery power. https://www.viasat.com/satellite-internet/battery-backup/

For Georgia residents:
Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-651-8600 or toll-free 800-869-1123.


LIFELINE
DISCOUNTS
AVAILABLE*
*See reverse for details.
High-speed, low-cost satellite internet.
It's finally here.
Viasat™

Affordable, high-speed internet is now available in your area.

Viasat, together with the FCC's Connect America Fund Phase II (CAF II), now offers high-speed internet plans for your home or business starting **as low as $70.99/month.**[1]

- **Discounted internet service** – for your home or business
- **Additional discounts available** – if you qualify for the Lifeline[2] program
- **Act now to find out if you're eligible!**

Visit Viasat.com/CAF
call 877-822-1865.

Do you qualify for a Lifeline discount? Good news – you can apply it to voice-only OR internet services.

[1] Service plans through CAF II are provided by Viasat Inc.'s affiliate Viasat Carrier Services, Inc. Offer available to qualifying customers. One-time standard installation fee maybe charged at the time of sale. Internet or Voice require a 12 mo. minimum service term. Minimum service term does not apply to Lifeline subscribers. Equipment lease fee is $14.99/mo. Taxes and surcharges may apply. Speeds and streaming video quality are "up to," will vary and are not guaranteed. Service is not available in all areas. Offer may be changed or withdrawn at any time. ©2022 Viasat, Inc

[2] Lifeline is a government assistance program and the discount is only available to eligible customers with a CAF-II Connection 25 service plan or CAF-II Viasat Voice-Only Connection Plan. The discount is limited to one per household and is non-transferable. The voice-only Lifeline discount is $5.25 per month until 12/1/2023 The federal government is eliminating the stand-alone voice discount for most locations on 12/2/2023.

GA Residents – Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-651-8600 or toll-free 800-869-1123.

Viasat™

PRSRT STD
U.S. POSTAGE
PAID
VIASAT

P.O. Box XXXX, City, State XXXXX-XXXX

You've been waiting for this
High-speed internet

STARTS AS LOW AS $70.99

ELECTRONIC SERVICE REQUESTED

Sample A. Sample
Address Line 1
Anytown, ST 12345-1234