



### Customer Agreement (Residential)

This Customer Agreement, including its Annexes (collectively, the “**Agreement**” or “**Contract**”) describes the terms and conditions between you and Viasat Tecnología, S.A. de C.V., Tax ID: EST1507108F1 (“**Viasat**,” “**Us**” or “**We**”) applicable to Viasat’s Internet access services (the “**Service(s)**”). Please read this Agreement carefully since it contains important contract rights and obligations between you and Viasat, as well as important limitations on those rights. If you would like to contact us, you may (i) call 52 800 872 0540, free of charge, between the hours of 8 a.m. and 5 p.m., time of Mexico City Monday through Friday, (ii) email [viasatinternetmx@viasat.com](mailto:viasatinternetmx@viasat.com), or (iii) write to: Viasat Tecnología S.A. de C.V., Calle Montes Urales 424, Lomas de Chapultepec, Tercera Sección, C.P. 11000, Miguel Hidalgo, Ciudad de México- Attention: Customer Care.

SUBSCRIBER INFORMATION					
Given Name		Paternal Surname		Maternal Surname	
ADDRESS					
Street		#Ext.	#Int.	Colonia	Municipality/Town
State					
ZIP Code					
Phone		Tax Id			
e-mail:					

SERVICE PLAN			
PACKAGE/OFFER	IFT FOLIO:	RATE	DATE PAYMENT DUE Modality Monthly payments IN ADVANCE
	Total per month	\$ M.N	CONTRACT TERM _____ months
	Reactivation Fee:	\$ M.N	PENALTY Amount of up to 20% of the total amount for the remaining months of the fixed term.
	See Exhibit “A” for more details.		
The date payment due and service cut-off date are noted on the account statement and/or bill.			

ACTIVATION			
Address:			
Date:		Time:	
Cost	\$		
PROVIDER will complete the installation and start the service within 10 calendar days following the signing of the contract.			

DEVICES/EQUIPMENT INFORMATION	
Modem and transceiver delivered as: LEASE	
Brand/Model:	
Number of devices:	
Non-Returned Equipment Fee:	Modem = \$3,000.00 MXN Transceiver = \$7,000.00 MXN
Payment Lease (monthly):	\$

**PAYMENT AUTHORIZATION/ METHOD PAYMENT**

Details for the method of payment selected:

I authorize Viasat to charge my card ("Card Payment") for payment of all or any portion of your Service fees, Non-Returned Equipment fee, and any other amounts payable under this Agreement, until such amounts are paid in full, unless Viasat has agreed to accept another method of payment from you.

User's signature: \_\_\_\_\_

**ADDITIONAL SERVICES**

1.-		2.-	
Description	Cost:	Description	Cost:

**BILLABLE ITEMS**

1.-		2.-	
Description	Cost:	Description	Cost:

The User authorizes that this Contract will be sent by email, as well as the monthly bill. Signature: \_\_\_\_\_  
YES ☐ NO ☐

The User authorizes that invoices or documents related to this Contract will be sent by email. YES ☐ NO ☐ Signature: \_\_\_\_\_

The User acknowledges the Minimum Rights of User's Letter. YES ☐ NO ☐ Signature: \_\_\_\_\_

**AUTHORIZATION FOR THE USE OF SUBSCRIBER'S EMAIL INFORMATION**

The User DOES ☐ DOES NOT ☐ authorize Viasat to give information to third parties for marketing or publicity purposes. Signature: \_\_\_\_\_

The User AGREES ☐ DOES NOT AGREE ☐ to receive telephone calls from Viasat about promotions for services or packages. Signature: \_\_\_\_\_

The User DOES ☐ DOES NOT ☐ authorize Viasat to carry out periodic consultations and / or issue reports of his credit history with the Credit Information Companies as Viasat deems appropriate. Likewise, the User declares that he knows the nature and scope of the information that will be requested and / or reported. Signature: \_\_\_\_\_

**PROVIDER CONTACT INFORMATION FOR COMPLAINTS, CLARIFICATIONS AND CANCELLATIONS**

PHONE: 800-872-0552 Available 24 hours a day, 7 days a week

EMAIL: atencionclientes@viasat.com Available 24 hours a day, 7 days a week

CUSTOMER SERVICE CENTERS: See hours and find customer service centers at [www.viasat.com.mx](http://www.viasat.com.mx)

**THIS COVER PAGE, THE ADHESION CONTRACT AND EXHIBIT "A" ARE AVAILABLE AT:**

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|---|--|
| 1. Viasat's website                                       | <a href="http://www.viasat.com.mx">www.viasat.com.mx</a>   |
| 2. PROFECO's bureau                                       | <a href="https://burocomercial.profeco.gob.mx/">https://burocomercial.profeco.gob.mx/</a>        |
| 3. Hard copies at the Provider's customer service centers | Consult the customer service centers at <a href="http://www.viasat.com.mx">www.viasat.com.mx</a> |

THIS COVER PAGE IS GOVERNED BY THE CLAUSES OF THE ADHESION CONTRACT REGISTERED IN PROFECO ON 21/11/2019, NUMBER: 847-2019 AVAILABLE BY SCANNING THE FOLLOWING CODE:



THE SIGNATURES BELOW REPRESENT ACCEPTANCE OF THIS COVER PAGE AND THE CLAUSES OF CONTRACT NUMBER \_\_\_\_\_.

At the time of printing this cover page as well as the Contract and Exhibit A, the amounts must be established in accordance to the rates contracted and registered before the *Instituto Federal de Telecomunicaciones*.

**THE USER**

User's Name and Signature: \_\_\_\_\_

Date and City: \_\_\_\_\_