

# Exede® Subscriber Privacy Policy

ViaSat, Inc. and its subsidiaries and affiliates (collectively, “ViaSat,” “we,” “us,” or “our”) respect and value your privacy. In this Privacy Policy (“Policy”), we describe the information that we obtain about users of various ViaSat products and services, including our Exede® internet services (the “Services”) (but not including our WildBlue® service, which is covered by a separate policy), including information you may provide to access our <https://exede.net> customer portal and other customer support websites (“Sites”) related to our Services. By visiting our Sites or using our Services, you agree that any information you provide to ViaSat will be handled as described in this Policy, which is incorporated by reference into the applicable Customer Agreement located at <http://www.exede.com/legal>, together with our Acceptable Use Policy and applicable Data Allowance Policy.

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## INFORMATION COLLECTION

- **Information You Provide to Us**

ViaSat collects personal information from you when you choose to share it with us to create an online account with us, request information from us, use our Services, or otherwise contact us. The personal information we collect may include your name, address, email address, phone number, account login credentials (such as a username and password), and, if you are an Exede customer, a credit or debit card number or other financial information (“Information”). You may be required to provide certain personal information to create your Exede account. We may combine the information you provide to us with information from and about you that we receive from third parties, including business partners and vendors, or information that we automatically collect when you visit the Sites.

You may update or change your contact and billing information by calling our customer care number at 1-855-463-9333 (residential customers) or 1-855-313-4111 (Exede Business customers) or accessing our customer portal at <https://exede.net>.

- **Information Automatically Collected**

When you use our Sites, we may use cookies, log files, or other similar technologies to conduct analytics of our Sites. For example, we may automatically collect certain non-personal information from you such as your browser type, operating system, software version, Internet Protocol (IP) address, Internet service provider and platform types. We may also collect non-personal information about your use of the Sites, including the areas or pages of the Sites that you visit, the amount of time you spend using the Sites, the number of times you return, page load time, object load time, and other Site usage data. This information helps us to track and understand how visitors use our Sites, and improve the performance and user experience of our Sites.

We may also possess and collect information regarding your use of our Services and how our Services perform, including account login credentials, page load time, object load time, your browser type, IP address or MAC address, cookies, domain names and the complete address (“URLs”) of the websites you visit. For example, we may use this information to optimize, troubleshoot, measure, and monitor the performance of our network and Services, including performing de-bugging, measuring service levels and identifying loading trends and websites that are statistically significant to our user population in order to deliver internet traffic more efficiently.

- **Information You Post**

Any comments or personal information that you post on social media or forum Sites is publicly available and may be viewable by other users, as well as visitors to our Sites. If you post content on these Sites, we may collect and use that information. ViaSat is not responsible for the privacy of any information that you choose to post on these Sites or for the accuracy of any information contained in those postings. When you post on the Exede Community Forum,

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your posts are governed by that site provider's posted privacy policy, and not this Policy. We generally use the information you provide on that site to respond to customer inquiries or otherwise assist our customers.

- **What About Cookies?**

Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your browser to enable our systems to recognize your browser. Cookies allow a web server to transfer data to a computer for recordkeeping and other purposes. We and our third party service providers may use "cookies" on our Sites to facilitate your ongoing access to and use of the Sites. For example, we may use cookies to remember your username and password, if you choose to store them. We may also use cookies to determine when your current session on the Sites should be logged out after a period of no activity, as well as for efficient management of the servers providing our Sites.

There are two types of cookies we use on the Sites: session-based cookies and persistent cookies. In addition, we may also allow vendors to use "third party" cookies for specific purposes on our Sites. A description of each of these cookies is provided below.

Session Cookies. Session cookies exist only during an online session. They disappear from your computer when you close your browser or turn off your computer. When you authorize us to do so, we may use session cookies to allow our systems to uniquely identify you during a session or while you are logged in to the Sites. This allows us to process your online transactions and requests and verify your identity, after you have logged in, as you move through our Sites.

Persistent Cookies. Persistent cookies remain on your computer after you have closed your browser or turned off your computer. When you authorize us to do so, we may use persistent cookies to allow our systems to remember you and automatically log you in to our Sites.

Third Party Cookies. We may also engage third parties who use session or persistent cookies to uniquely identify you via your user credentials during a session while you are logged in to our Sites. The third party cookies do not collect any personally identifiable information other than the user credentials you provide. To learn more about the use of cookies for website analytics, and to know your options for not having this information used by our service providers, please click [here](#).

- **How We Respond to Do Not Track Signals**

Most web browsers automatically accept cookies, but if you prefer, you can edit your browser options to block them. The Help portion of the toolbar on most browsers will tell you how to prevent your computer from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Note that our system does not recognize Do Not Track (DNT) headers. However, we only use your Information as described in this Policy.

## **YOUR CHOICES**

If, at any time, you would like to stop receiving marketing emails from us, you may follow the opt-out instructions contained in any such email or make an opt-out request by visiting [www.exede.com/opt-out](http://www.exede.com/opt-out). Please note that it may take up to 10 business days for us to process marketing email opt-out requests. If you opt-out of receiving marketing emails from us, we still may send you emails about your account or any Services you have requested or received from us, or for other customer service purposes. Additionally, you may still receive marketing or advertising emails from dealers acting independently of ViaSat.

If you wish to opt-out of our collection of the complete URLs you visit, you may call us at 1-855-463-9333. Please note that it may take up to 10 business days for us to process complete URL opt-out requests. We will honor requests not to collect complete URLs, although we may utilize information about websites that our subscribers visit, in the aggregate, for purposes of internal network management and service performance optimization.

## **HOW WE USE INFORMATION COLLECTED**

ViaSat may use the Information we collect from and about you for any of the following purposes:

- To fulfill orders, provide Services and communicate with customers;

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- To develop new products or services;
- To respond to your inquiries;
- To market our Services to you and engage third parties to help us market our Services;
- To contact you with information, newsletters and promotional materials from ViaSat or on behalf of our partners and affiliates;
- To contact you when necessary;
- To optimize, troubleshoot, measure and monitor the performance of our network and Services, including performing de-bugging, measuring service levels and identifying loading trends and websites that are statistically significant to our user population in order to deliver internet traffic more efficiently;
- To address problems with the Sites or our business;
- To protect the security or integrity of the Sites and our business;
- As described to you at the point of data collection; and
- To use and disclose your credit/debit card information or other financial information only to process payments and prevent fraud.

### INFORMATION SHARING AND DISCLOSURE

ViaSat may send your Information to third parties, including under any of the following circumstances:

- We may disclose your Information to third party vendors, service providers, contractors or agents who perform functions on our behalf related to the Sites or Services. For example, these providers may help us deliver our current Services to new customers or new Services to existing customers;
- We may disclose your Information to outside auditors, professional advisors, potential business transition partners, and regulators;
- If we are acquired by or merged with another company, or in the event of a consolidation or reorganization involving ViaSat, or if all or a portion of our assets are transferred to another company, or as part of a bankruptcy proceeding or as part of a similar transaction, we may transfer the Information to the acquiring company or other involved third party;
- We may disclose your Information to respond to legal process, such as a subpoena or court order, to comply with the law or to protect our rights in the event of litigation; and
- We may disclose your Information where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person, or violations of our Customer Agreements, Acceptable Use Policy, Data Allowance Policies, or this Policy.

### ADVERTISEMENTS

We may offer promotions through our Services. Some of these promotions may be based on your Information or your use of the Services and others may be based on your Information or your use of the Services combined with other customer information ("aggregated" customer Information).

### DATA SECURITY

ViaSat has taken certain physical, administrative, and technical steps to safeguard the Information we collect from and about our customers and visitors to our Sites. While we seek to ensure the integrity and security of our network and systems, we cannot guarantee the security of the Information, and we encourage you to take precautions to protect your personal data when you are on the Internet.

You are responsible for maintaining the strict confidentiality of your account password and any Site login or user ID information, and you shall be responsible for any access to or use of the Sites by you or any person or entity using your password, login or user ID, whether or not such access or use has been authorized by or on behalf of you.

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Our customer portals and online applications are for the sole use of ViaSat customers in managing their accounts and the products and services they receive. If you choose to provide access to certain of your account data to third parties, ViaSat cannot be held responsible for any release of account or personal data that occurs as a result of the access that you provide to others.

## **LINKS TO OTHER WEBSITES**

At times, our Sites may contain links to third party websites or applications, including third party products or services. Any access to and use of such linked products or services is not governed by this Policy, but, instead, is governed by the privacy policies of those third parties, even though some of these other products or services may be co-branded with us. We are not responsible for the information practices of such third parties. For example, the terms of use and privacy policy of Google, Inc., and not this Policy, apply to your Gmail account and any other products or services you might receive from Google.

## **CUSTOMER PROPRIETARY NETWORK INFORMATION**

ViaSat collects and maintains certain customer proprietary network information ("CPNI") as part of our Exede Voice service. CPNI includes, among other things, how you use the Exede Voice service (for example, calling records) and your billing information. Your Exede Voice telephone number, name, and address do not constitute CPNI. Federal law generally permits ViaSat to use CPNI in its provision of the Exede Voice service, including billing and collections for such service, and to use or disclose CPNI to third parties (i) to offer you additional communications services of the same type that you have already purchased from ViaSat, or (ii) for legal or regulatory reasons, such as to respond to a court order, to investigate fraud, to protect ViaSat's rights or property, to protect against the unlawful use of ViaSat's services, or to protect other users of ViaSat's services. ViaSat does not sell, trade, or otherwise share your CPNI with anyone outside of ViaSat and those third parties authorized to perform functions on ViaSat's behalf related to the performance of the Exede Voice service, except as the law may require or permit or you may otherwise authorize. Neither ViaSat, nor any third party to whom ViaSat has provided CPNI, uses CPNI for marketing purposes, except as may be permitted by law.

## **SPECIAL INFORMATION FOR CALIFORNIA RESIDENTS**

California residents may request a list of all third parties to which we have disclosed certain Information about you for the third party's direct marketing purposes. ViaSat does not currently disclose any Information to third parties for their direct marketing purposes. If ViaSat does disclose Information to third parties for their direct marketing purposes in the future, this Policy will be changed to notify California residents that they may receive a list of all such third party marketing companies.

## **ACCESS TO YOUR PERSONAL INFORMATION**

If you have an account for our Services, you may sign in to your account and update your personal information contained in the account.

## **CHANGES TO THIS PRIVACY POLICY**

ViaSat may amend this Policy from time to time. When we do, we will post the change(s) on the Sites. If we make any material changes in the way we use or disclose the Information you provide to us, we will provide appropriate notice to you.

## **HOW TO CONTACT US**

If you have any questions that you would like to ask about this Policy or about our handling of your Information, please contact customer care at 1-855-463-9333 (residential customers) or 1-855-313-4111 (Exede Business customers).

Effective Date: March 29, 2014