



Viasat Unlimited Streaming

Quick reference guide

Viasat Unlimited Streaming allows passengers to watch TV, video on demand movies, sports and news channels while in the aircraft without impacting the monthly data service allowance.

Unlimited Streaming is an add-on service to Viasat Ka-band or Dual-band solutions. All streaming data for the service is zero-rated, meaning it is not included in the monthly data allowance. Unlimited Streaming is available with any Ka-Band or Dual-band Viasat connectivity service.

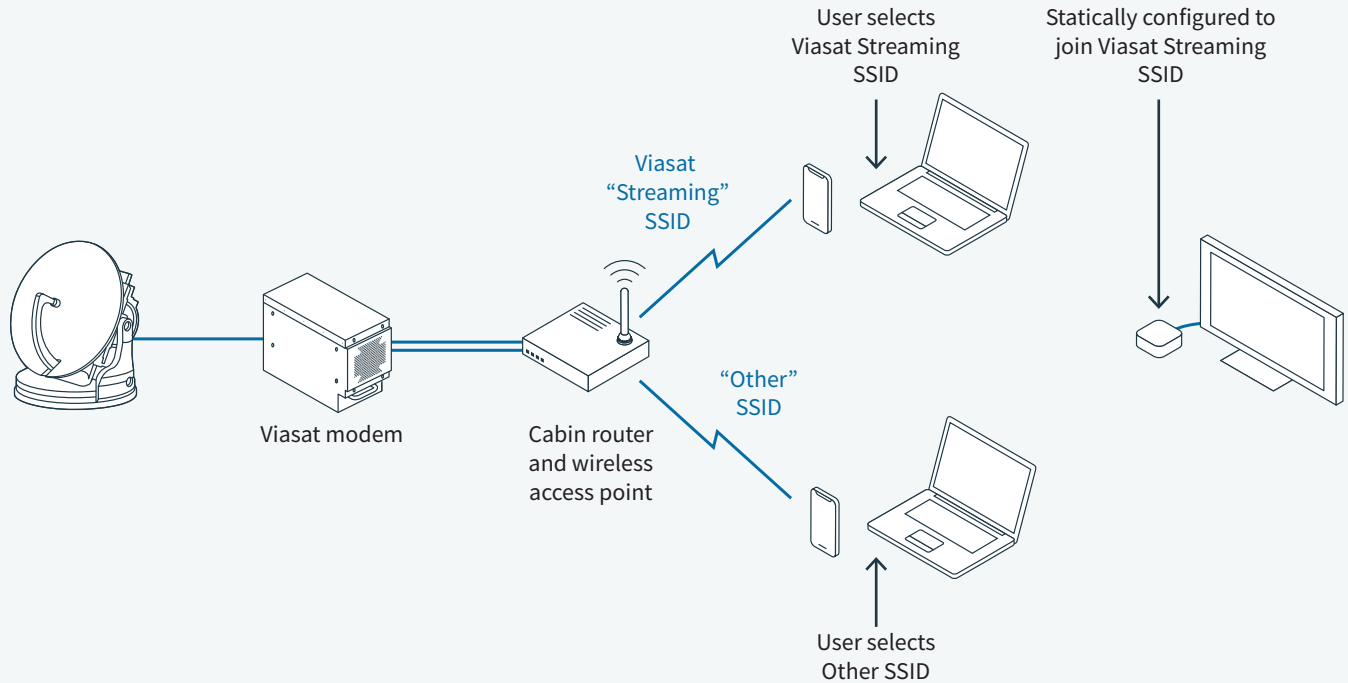
Video services: The service supports all popular video services although some work better than others. Recommended services include: YouTube TV, AT&T TV, Disney+, Netflix, Hulu and Amazon. Each passenger or flight depart can subscribe to their favorite streaming services. However, if a passenger uses their personal subscription, the video service provider may detect that the service is played on a network other than the normal home

network, and it's possible that some video service providers will block their services from working.

Video quality: Unlimited Streaming provides a typical HD video resolution of 720p, and a minimum of 480p. Because streaming over a satellite is subject to longer latency when compared to terrestrial, there are some differences. A video can take longer to launch, sometimes as much as 20 to 30 seconds, during which the video loads a local cache to ensure a more consistent viewing experience. Also, videos generally start at a lower quality, and then improve over the following 30 to 60 seconds. This is controlled by each video service provider who have different ways to optimize the best video resolution. For Dual-band customers, streaming will continue to work when they switch to a Ku-Band Network although Viasat cannot guarantee that the video resolution will remain the same.

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Figure 1: In-cabin configuration for Unlimited Streaming SSID



Devices: Unlimited Streaming will work on any device, including a smart TV or a TV player such as Roku, Apple TV, Chrome as well as other electronic devices. Viasat testing has shown that the Roku player provides very good results. Passengers can also use other devices such as a PC, a tablet, or even their phone.

Using Unlimited Streaming: To use the service in the cabin, the passenger must connect to a separate WiFi network (Streaming WiFi), dedicated to this service (see Figure 1). If the cabin is equipped with a dedicated streaming device such as a Roku connected to the cabin monitor, then this device must be connected to the streaming WiFi. Only one video stream is available at this time for zero-rated streaming, which means only one device can be connected to the streaming WiFi without impacting the monthly data allowance of a service plan. Any subsequent devices will not be able to connect to the streaming

WiFi. Other passengers who wish to stream can do so via the regular data service, but their streaming data will count towards the monthly data allowance.

Important notes: At this time Unlimited Streaming only works in the Viasat CONUS or North America coverage region. Most video service providers have license limitations that prohibit them from showing content outside of a specific geographical region such as North America. If they detect a device is outside of their licensed region, they may block the service.

The Unlimited Streaming will not work via a VPN since this encrypts the traffic making it impossible for Viasat to detect the video traffic. However, the device connected to the streaming Wi-Fi network is still able to use non-streaming services and is subject to the monthly data allowance.

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