



July __, 2026

Via Electronic Filing

Sam Day, Public Utility Analyst
Florida Public Service Commission
Office of Industry & Market Analysis
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

**Re: Proceeding No. 20260000 - Viasat Carrier Services, Inc. – SAC 219023– 2026 Lifeline
Data Request Response**

Dear Director White:

On behalf of Viasat Carrier Services, Inc. ("Viasat"), I hereby submit Viasat's 2026 Lifeline Data Request Response, with the attachments contained in Appendix A.

Please do not hesitate to contact the undersigned directly with any questions about this filing.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Shelby S. Striegel". The signature is fluid and cursive, with the first and last names being more prominent.

Shelby S. Striegel
Associate General Counsel
Viasat, Inc.
349 Inverness Drive South
Englewood, CO 80112
720-493-6150

2026 LIFELINE DATA REQUEST

Section 364.10 of the Florida Statutes requires the Florida Public Service Commission to submit an Annual Report on the Lifeline program. This report is delivered to the Governor, President of the Senate, and Speaker of the House of Representatives. To assist us in this development, please submit your responses to the following questions by August 3, 2026. Your responses should include your company name, your name and title, and your contact information, including your email address, mailing address, and phone number.

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2025, through June 30, 2026. For questions requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

1. Provide the number of customers participating in Lifeline each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Response: Viasat Carrier Services, Inc. ("Viasat") had 1 Florida broadband Lifeline customer for each of the months of July, August, and September, 2025, 0 Lifeline customers for the months of October, November, and December, 2025, 1 broadband Lifeline customer for the months of January, February, March, April, May, and June, 2026.

2. Provide the number of lifeline customers that qualify for Tribal support each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Response: None.

3. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?

Response: Viasat does not participate in the Transitional Lifeline service program, as Viasat is not a local exchange telecommunications company as defined by this statute.

4. How is the Transitional Lifeline discount offered and applied to eligible customers?

Response: Viasat does not participate in the Transitional Lifeline service program, as Viasat is not a local exchange telecommunications company as defined by this statute.

5. What Lifeline plans are available to customers for voice, broadband, and/or bundled services? Please include any legacy plans (i.e., those still used by existing customers but no longer offered to new ones). For each plan, please indicate whether it meets the FCC's minimum service standards for voice, broadband, or both.

Response: Viasat offers an internet service of 25 Mbps download and 3 Mbps upload with 1000 GB of High-Speed Data and unlimited Standard Data for \$86.99 per month and a Voice-Only service with unlimited calling to the United States, the District of Columbia, and Canada for \$54.99 per month. If the Voice service is purchased with the internet service, then the Voice service is \$35.00 per month.

Section 54.408(d) of the FCC's rules provides an exception to the Lifeline minimum service standards for certain fixed broadband services. Specifically, Section 54.408(d) states "the Lifeline discount may be applied for fixed broadband service that does not meet the minimum standards" if the provider in a given area:

(1) Does not offer any fixed broadband service that meets the FCC's minimum service standards; but

(2) Offers a fixed broadband service of at least 4 Mbps downstream/1 Mbps upstream in that given area; then,

(3) In that given area, a fixed broadband provider may receive Lifeline funds for the purchase of its highest performing generally available residential offering, lexicographically ranked by:

(i) Download bandwidth;

(ii) Upload bandwidth; and

(iii) Usage allowance.

Viasat's CAF II supported service offers 25 Mbps download/ 3 Mbps upload and a data usage cap consistent with the FCC's Urban Rate Survey (currently 800 GB per the Urban Rate Survey changes for 2026). Therefore, Viasat's CAF II supported service meets the requirements of this exception and is eligible for Lifeline support.

Viasat's VoIP service meets the requirements by offering a voice service with unlimited calling to the United States, the District of Columbia, and Canada, and is eligible for Lifeline support.

6. Provide information on the following, if applicable:

a. Internal procedures for promoting Lifeline.

Response: Viasat's sales and Customer Care Agents are trained regarding what Lifeline is, the benefits of receiving the discount, the requirements surrounding Lifeline, the process to apply and obtain the Lifeline discount, and potential troubleshooting resources. Agents are then instructed to speak with customers regarding Lifeline on all CAF II sales calls, and there is scripting provided to agents to ensure customers receive the best information. Viasat also has several different knowledge base articles for agents to review if any additional questions arise regarding Lifeline. If a customer would like to add Lifeline, or is already a Lifeline customer, Viasat also has a team that is RAD-certified and specially trained to administer Lifeline accounts and assist Lifeline customers.

Viasat also maintains Lifeline information and FAQs on its website in multiple places, including within its CAF II page and within its dedicated "Tribal Connect" webpages, which are focused on tribal members. Viasat includes Lifeline information in emails and marketing sent to both customers and non-customers. Viasat also has Lifeline informational "one-pagers" that are available, as needed, for informational or promotional purposes.

b. Outreach and educational efforts involving participation in community events.

Viasat representatives have attended a number of tribal communications summits over the last several years in order to promote Viasat's CAF II and Lifeline programs, and other lower-cost options for tribal members. Most recently, Viasat attended the NTTA Tribal Broadband Summit in March of 2026. Viasat's upcoming participation includes anticipated attendance at the 2027 NTTA Tribal Broadband Summit and potentially also the Broadband Nation Expo 2026 in order to continue to promote Viasat's CAF II and Lifeline programs and establish relationships with other entities seeking to bridge the digital divide.

c. Outreach and educational efforts involving mass media (newspaper, radio, television).

Response: Viasat physically mails direct marketing materials containing CAF II and Lifeline information to all locations within its launched CAF II-awarded census blocks, and it also emails current and prospective customers regarding the CAF II and Lifeline programs. Furthermore, Viasat has targeted digital advertising on popular social media and other sites. Viasat continues to pursue other outreach efforts regarding CAF II and Lifeline, including postings on local websites for new residents.

d. Copies of Lifeline outreach materials used by your company.

Response: Please see the attached in Appendix A.

e. Links to any Lifeline information available on your company's website.

<https://www.viasat.com/satellite-internet/tribal-connect/>

<https://www.viasat.com/satellite-internet/caf-II/?tribal-connect>

<https://www.viasat.com/satellite-internet/caf-II/>

<https://www.viasat.com/home-internet/plans/carrier-services/>

<https://www.viasat.com/satellite-internet/help/residential/plans-and-add-on-services/caf-plan/>

<https://www.viasat.com/satellite-internet/caf-II/#lifeline>

f. Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline.

Response: Viasat has partnered with and distributed Lifeline information and flyers to United Way organizations in its launched locations, and has expanded this outreach to local libraries, food banks, and health and human services departments. Viasat has also requested its assistance programs,

including Lifeline, be listed on the 211.org website and be included in its database for individuals seeking aid.

g. List all brands the company offers Lifeline under.

Response: Viasat is the only brand under which Lifeline is offered.

h. If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers.

Response: Viasat does not offer free or discounted equipment to Lifeline customers; however, all customers are able to lease the required equipment for \$15/month. Additionally, Viasat limits the upfront fees that may be charged to Lifeline customers from \$0 to no more than \$100, depending upon credit and other factors, and if a customer qualifies for the Tribal Lifeline Link-Up discount, the upfront fees are reduced to \$0.

i. If you have seen a significant change in the number of Lifeline customers you service since the last reporting period, please identify what factors you believe contributed.

Response: N/A

7. Are you assisting customers with their Lifeline applications through the National Verifier portal (e.g., through a company interface or sales representative)? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.

Response: Viasat agents only interact with customers via call centers, and thus assistance with applications is limited to what can be done via phone; however, agents are trained regarding the general National Verifier application process and potential issues or errors that may arise. Agents are provided with general troubleshooting tips and Lifeline assistance contact information that they can then provide to customers experiencing difficulties with Lifeline enrollment.

8. Within the last year, has any of the following events occurred:

a. Filed for bankruptcy? If yes, please identify the chapter and the date filed.

Response: No.

b. FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.

Response: No.

c. Changes to the ownership or corporate structure? If yes, please elaborate or explain.

Response: No.

9. For matters related to consumer complaints, who is the company's designated contact person? Please provide their name, title, telephone number, and email address.

Response: Shelby Striegel; Associate General Counsel, 720-493-6150; shelby.striegel@viasat.com

APPENDIX A

Copies of Lifeline Outreach Materials Used by Viasat

Unlimited, satellite internet for less!

\$61.99/MO

for 24 months! \$86.99/mo. after.

*See reverse for details.



1,000 GB High-Speed data
and Unlimited Standard Data¹



Download speeds
up to 25Mbps

Viasat™

Unlimited, Satellite Internet is Now Available in Your Area!

Viasat, in partnership with the FCC's Connect America Fund Phase II (CAF II), is bringing affordable satellite internet plans to your home or business.

Why Choose Viasat?

- **Limited-Time Offer:**

Just \$61.99/mo. for 24 months
(*after 24 months, \$86.99/mo.).

- **Unlimited Data:**

1,000GB of high-speed data – plus
unlimited standard data¹

- **Exclusive Discounts:**

Additional savings with Lifeline
for eligible customers.



Act Now!

Call 866-559-1051

or visit [Viasat.com/CAF](https://viasat.com/CAF)

Lifeline Discount Details

Do you qualify for a Lifeline discount? Good news – you can apply it to voice-only OR internet service. The discount for qualified customers is \$5.25/mo. for voice-only service OR \$9.25/mo. for internet service (plus an additional discount of \$25/mo. for residents on tribal lands).

¹ Offer available to qualifying new CAF II customers. Customers must remain on the CAF II Connection 25 or Business Connection 25 service plan and maintain their account in good standing to keep the discount. One-time standard installation fee may be charged at the time of sale. 12 mo. minimum service term required. Minimum service term does not apply to Lifeline subscribers. Equipment lease fee is \$15.00. Taxes and surcharges may apply. After 1,000 GB of data usage, you will continue to receive unlimited data (referred to as "Standard Data"); however, Viasat may prioritize Standard Data behind other customers during times of network congestion, which may result in slower speeds. Service is not available in all areas. Offer may be changed or withdrawn at any time. Service plans through the Connect America Fund – Phase II (CAF II) are provided by Viasat's subsidiary, Viasat Carrier Services, Inc.

² Lifeline is a government assistance program, and the discount is only available to eligible customers with a CAF-II Connection 25 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 12/31/2026. The federal government is eliminating the stand-alone voice discount for most locations on 12/2/2026. Only residents on federally recognized lands are eligible for the additional \$25 Lifeline discount.

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.

PA Residents – Contact the PA Public Utility Commission (PUC), Bureau of Consumer Services (BCS) for help with unresolved questions, or complaints regarding Lifeline at 1-800-692-7380, or by using the on-line Informal Complaint Form, which can be found at <https://www.puc.pa.gov/complaints/>

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VA-CAFII-2026



P.O. Box 95529, Palatine, IL 60095-0529

PRSR STD
U.S. POSTAGE PAID
DES MOINES, IA
PERMIT NO. 1218

ELECTRONIC SERVICE REQUESTED

Sample A. Sample

Address Line 1

Anytown, ST 12345-1234



High-Speed, Low-Cost Satellite Internet.

HIGH-SPEED DATA
UP
TO **720GB**

*See reverse for details.

DOWNLOAD SPEEDS
UP
TO **25Mbps**

SPECIAL OFFER OF
\$61.99/
MO

for 24 months!*

*\$86.99/mo. after 24 months

Viasat™ 

Affordable, High-Speed Internet is Now Available in Your Area!

Viasat, in partnership with the FCC's Connect America Fund Phase II (CAF II), is bringing affordable satellite internet plans to your home or business.

Why Choose Viasat?

- **Limited-Time Offer:**

Just \$61.99/mo. for 24 months
(*after 24 months, \$86.99/mo.).

- **Stay Connected:**

Enjoy High-Speed plans with
up to 720GB of data.

- **Exclusive Discounts:**

Additional savings with Lifeline
for eligible customers.



Act Now!
Call 866-559-1051
or visit [Viasat.com/CAF](https://viasat.com/CAF)

Lifeline Discount Details

Do you qualify for a Lifeline discount? Good news – you can apply it to voice-only OR internet service. The discount for qualified customers is \$5.25/mo. for voice-only service OR \$9.25/mo. for internet service (plus an additional discount of \$25/mo. for residents on tribal lands).

¹ Offer available to qualifying new CAF-II customers. Customers must remain on the CAF-II Connection 25 or Business Connection 25 service plan and maintain their account in good standing to keep the discount. One-time standard installation fee may be charged at the time of sale. 12 mo. minimum service term required. Minimum service term does not apply to Lifeline subscribers. Equipment lease fee is \$15.00. Taxes and surcharges may apply. After 720 GB of data usage, your service will be significantly slowed. Service is not available in all areas. Offer may be changed or withdrawn at any time. Service plans through the Connect America Fund – Phase II (CAF II) are provided by Viasat's subsidiary, Viasat Carrier Services, Inc.

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Address Line 1
Anytown, ST 12345-1234



High-Speed, Low-Cost Satellite Internet.

\$61.99/MO

for 24 months! \$86.99/mo. after.

*See reverse for details.



High-speed data
up to 720GB



Download speeds
up to 25Mbps

Viasat™

Affordable, High-Speed Internet is Now Available in Your Area!

Viasat, in partnership with the FCC's Connect America Fund Phase II (CAF II), is bringing affordable satellite internet plans to your home or business.

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Just \$61.99/mo. for 24 months
(*after 24 months, \$86.99/mo.).

- **Stay Connected:**

Enjoy High-Speed plans with
up to 720GB of data.

- **Exclusive Discounts:**

Additional savings with Lifeline
for eligible customers.



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Unlimited, satellite internet for less!

\$61.99/MO

for 24 months! \$86.99/mo. after.

*See reverse for details.



1,000 GB High-Speed data
and Unlimited Standard Data¹



Download speeds
up to 25Mbps

Viasat™

Unlimited, Satellite Internet is Now Available in Your Area!

Viasat, in partnership with the FCC's Connect America Fund Phase II (CAF II), is bringing affordable satellite internet plans to your home or business.

Why Choose Viasat?

- **Limited-Time Offer:**

Just \$61.99/mo. for 24 months
(*after 24 months, \$86.99/mo.).

- **Unlimited Data:**

1,000GB of high-speed data – plus
unlimited standard data¹

- **Exclusive Discounts:**

Additional savings with Lifeline²
for eligible customers.



Act Now!

Call 866-559-1051

or visit [Viasat.com/CAF](https://viasat.com/CAF)

Lifeline Discount Details²

Do you qualify for a Lifeline discount? Good news – you can apply it to voice-only OR internet service. The discount for qualified customers is \$5.25/mo. for voice-only service OR \$9.25/mo. for internet service (plus an additional discount of \$25/mo. for residents on tribal lands).

¹ Offer available to qualifying new CAF II customers. Customers must remain on the CAF II Connection 25 or Business Connection 25 service plan and maintain their account in good standing to keep the discount. One-time standard installation fee may be charged at the time of sale. 12 mo. minimum service term required. Minimum service term does not apply to Lifeline subscribers. Equipment lease fee is \$15.00. Taxes and surcharges may apply. After 1,000 GB of data usage, you will continue to receive unlimited data (referred to as "Standard Data"); however, Viasat may prioritize Standard Data behind other customers during times of network congestion, which may result in slower speeds. Service is not available in all areas. Offer may be changed or withdrawn at any time. Service plans through the Connect America Fund – Phase II (CAF II) are provided by Viasat's subsidiary, Viasat Carrier Services, Inc.

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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.

PA Residents – Contact the PA Public Utility Commission (PUC), Bureau of Consumer Services (BCS) for help with unresolved questions, or complaints regarding Lifeline at 1-800-692-7380, or by using the on-line Informal Complaint Form, which can be found at <https://www.puc.pa.gov/complaints/>

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VA-CAFII-2025



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ELECTRONIC SERVICE REQUESTED

Sample A. Sample

Address Line 1

Anytown, ST 12345-1234



Get Viasat home internet

Check availability

or call 1-844-315-3675

Welcome to Tribal Connect

Working with tribal elders and leaders, Viasat is happy to offer low-cost, fast internet – and more – to households on tribal lands



Partnership that goes beyond internet

As part of our commitment to the tribal community, Viasat is dedicated to training and hiring local members of the community to install, service, and support internet service. With each successful installation on tribal lands and after the customer's 90-day anniversary, Viasat will donate to a tribal fund of choice through a give-back program.

Ask your tribal leader for more detailed information about the give-back program.

Making better internet available for your home and family

We go where cable, fiber, and high-speed DSL can't (or won't), and offer fast, reliable plans where you live, with:

- installation typically within 3-5 days
- affordable access

CALL TODAY 1-855-479-5198



From: [Viasat Internet](#)
To: [Inserra, Katie](#)
Subject: [EXTERNAL] TEST | LAST CHANCE to get 720 GB for only \$61.99 a month for 24 months*!
Date: Friday, May 1, 2026 11:23:20 AM

This Message Is From an External Sender

This message came from outside your organization.

Viasat



Account Number:

We are reaching out because you live in an area that may be eligible for Viasat's Connection 25 plan,* and our current offer of 720 GB of High-Speed Data for a significantly discounted price.

The CAF II Connection 25 plan is not offered to everyone, however, based on your location you may be eligible to receive it. With this plan, you could receive 720 GB of High-Speed Data for only \$86.99 per month - PLUS get a \$25 per month discount for 24 months. This brings the monthly service plan price down to only \$61.99!* **This is a limited time offer – act now before it is gone!**

Viasat is a proud participant in the FCC's Connect America Fund Phase II Auction Program (CAF II), and offers plans with discounted satellite internet, and phone service (Viasat Voice), to qualifying service areas.

Call now for this limited time offer

If you're interested in this offer, it's simple! Just give us a call to check your eligibility.

855-463-9333

*Offers available to qualifying new CAF II customers. One-time standard installation fee may be charged at the time of sale; however, if any such fee is charged, it will be refunded. 12 mo. minimum service term. Minimum service term does not apply to Lifeline subscribers. Equipment lease fee is \$15/mo. Taxes and surcharges may apply. Speeds are "up to," will vary and are not guaranteed. Service is not available in all areas. After 720 GB of High-Speed Data usage, service will be significantly slowed. Customers must remain on the CAF II Connection 25 or Business Connection 25 service plan and maintain their account in good standing to keep the discount. Offers may be changed or withdrawn at any time. Service plans through CAF II are provided by Viasat Inc.'s subsidiary, Viasat Carrier Services, Inc.



Viasat, Inc., 6155 El Camino Real, Carlsbad, CA 92009-1699

© 2025, Viasat Inc.

This email was sent to . To unsubscribe from future emails

From: [Viasat Internet](#)
To: [Inserra, Katie](#)
Subject: [EXTERNAL] TEST | You've Been Selected: Get Unlimited Data at an Unbeatable Price!
Date: Friday, May 1, 2026 11:18:51 AM

This Message Is From an External Sender

This message came from outside your organization.

Viasat



Account Number:

Dear ,



We are reaching out because you live in an area that may be eligible for Viasat's Connection 25 plan – if

this is the case, you may be able to get 1000 GB of High-Speed Data, and unlimited Standard Data* and no new contract!



Let's compare your plan with the CAF Connection 25 Unlimited Plan



Current Plan:

Current Monthly Service Charge: \$

Connection 25 Plan Cost: \$86.99/month



To see if you qualify, just give us a call at the number below and an agent will assist you.



855-463-9333



Customers who have selected one of the CAF II plans may also be eligible for the Federal Lifeline discount, which further reduces costs.

What is the Lifeline program discount?

If you qualify, the Lifeline discount is \$5.25 a month* for voice-only service OR \$9.25 a month for internet service.

The Lifeline discount is available per household only – not per person – and is non-transferable. If qualified, and you live on federally recognized tribal lands and/or participate in select tribal programs, 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.



Who qualifies for the Lifeline program?



You qualify if your 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

To see if you qualify and to apply online, click [here](#).

You can also apply by mail by printing your application and mail it, along with your proof of eligibility to: Lifeline Support Center, P.O. Box 7801, London, KY 40742.

Important: Once your application has been approved, please call us at 1-855-851-7419 with your application ID confirming your eligibility in order to enroll in one of our CAF II qualifying plans.

Thanks for being a Viasat customer!

The Viasat Internet Team

* After you use 1,000 GB of High-Speed Data, you will continue to receive unlimited data (referred to as "Standard Data"); however, Viasat may prioritize Standard Data behind other customers during times of network congestion, which may result in slower speeds. If you change plans, any current discounts will not transfer. Offer available to qualifying customers and in select areas only, and may be changed or withdrawn at any time. Service plans through the Connect America Fund - Phase II (CAF II) are provided by Viasat Inc.'s affiliate, Viasat Carrier Services, Inc.

For Pennsylvania residents: Contact the PA Public Utility Commission (PUC), Bureau of Consumer Services (BCS) for help with unresolved questions, or complaints regarding Lifeline at [1-800-692-7380](tel:1-800-692-7380), or by using the on-line Informal Complaint Form, which can be found at: <https://www.puc.pa.gov/complaints/>

Viasat



Viasat, Inc., 6155 El Camino Real, Carlsbad, CA 92009-1699

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This email was sent to . To unsubscribe from future emails [click here](#)



349 Inverness Dr. South, Englewood, CO 80112

CAF II Plans

Available in your area

Get 720 GB for only \$61.99* a month for 24 months!

Account Number: [REDACTED]

Hi [REDACTED],

We are reaching out because you live in an area that may be eligible for **Viasat's Connection 25 plan**** — if this is the case, you may be able to get up to **720 GB of High-Speed Data** for a significantly discounted price.

Viasat is a proud participant in the **FCC's Connect America Fund Phase II Auction Program (CAF II)**, and offers plans with discounted satellite internet, and phone service (Viasat Voice), to qualifying service areas.

The CAF II Connection 25 plan is not offered to everyone, however, based on your location you may be eligible to receive it. With this plan, you could receive **720 GB of High-Speed Data for only \$86.99 per month plus get a \$25 per month discount for 24 months. This brings the monthly service plan price down to only \$61.99!***



Compare your current plan to Connection 25

Current Plan: Unlimited Silver 25	New Monthly Service Plan: Connection 25
Current Price: \$99.99	New Plan Price: \$61.99* for 24 months
High-Speed Data: 60 GB	High-Speed Data: 720 GB

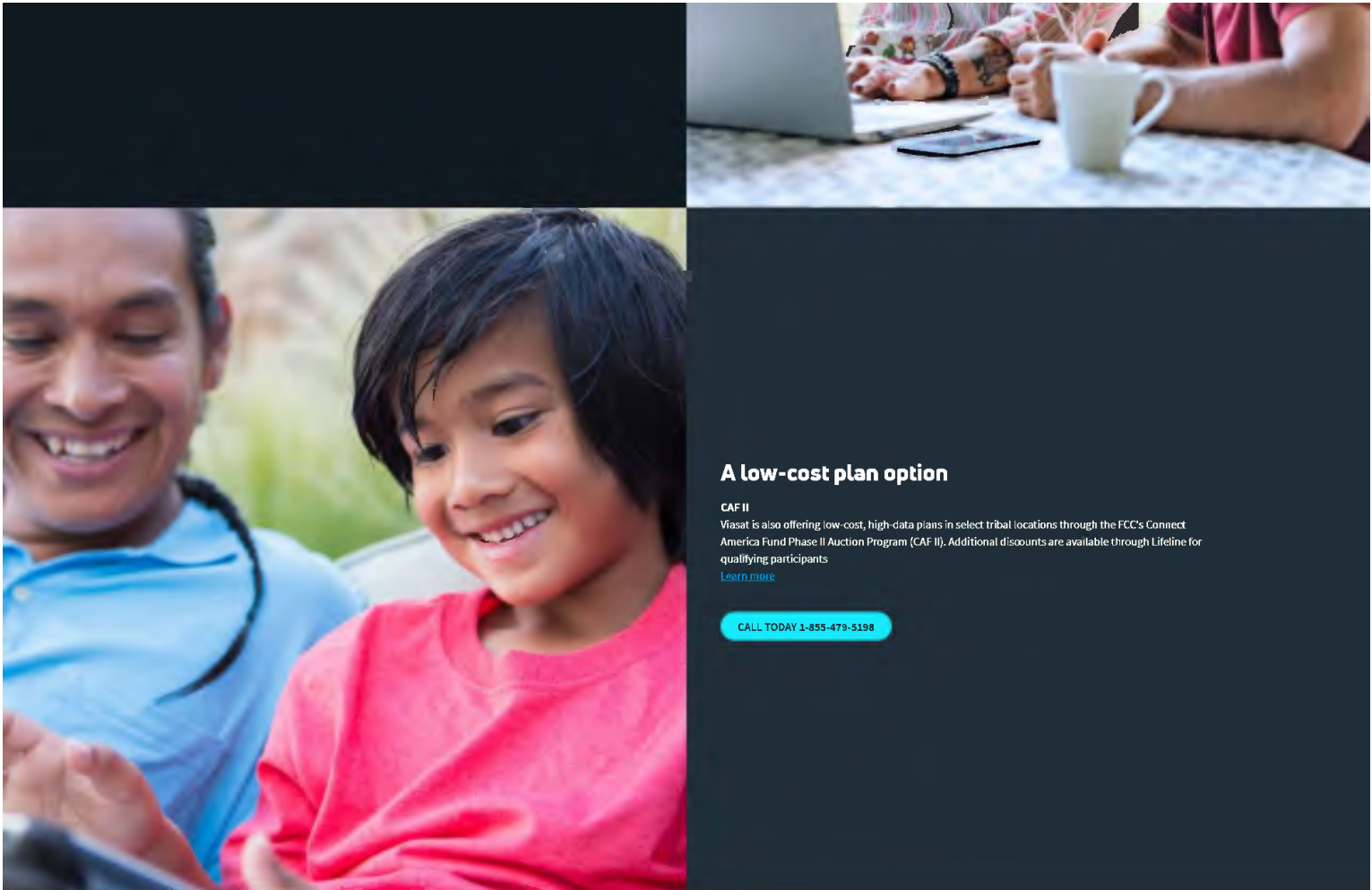
If you're interested in this offer, it's simple! Just give us a call to check your eligibility.

(855) 851-7419

*Limited time offer.

**Offers available to qualifying new CAF II customers. One-time standard installation fee may be charged at the time of sale; however, if any such fee is charged, it will be refunded. 12 mo. minimum service term. Minimum service term does not apply to Lifeline subscribers. Equipment lease fee is \$15/mo. Taxes and surcharges may apply. Speeds are "up to," will vary and are not guaranteed. Service is not available in all areas. After 720 GB of High-Speed Data usage, service will be significantly slowed. Customers must remain on the CAF II Connection 25 or Business Connection 25 service plan and maintain their account in good standing to keep the discount. Offers may be changed or withdrawn at any time. Service plans through CAF II are provided by Viasat Inc.'s subsidiary, Viasat Carrier Services, Inc.

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8392589431-002-2025-0217



A low-cost plan option

CAF II
Viasat is also offering low-cost, high-data plans in select tribal locations through the FCC's Connect America Fund Phase II Auction Program (CAF II). Additional discounts are available through Lifeline for qualifying participants
[Learn more](#)

CALL TODAY 1-855-479-5198

Call today to order service!

We'll walk you through our low-cost plan options and see if you qualify for CAF II.
Our agents are available 8am - 5pm MT Monday - Friday

CALL 1-855-479-5198

About Viasat

Viasat is a global communications company that believes everyone can be connected. For more than 36 years, we've innovated better ways to connect homes, businesses, and the world's largest airlines and cruise ships, providing internet access anywhere people go on the ground, in the air, and at sea.

ACP is a FCC government assistance program available to eligible customers. At the conclusion of the ACP program or when a household is no longer eligible, customers will be subject to Viasat's regular rates, terms, and conditions. CAF II plans available to qualifying customers. Service plans through the CAF II are provided by Viasat Inc.'s subsidiary, Viasat Carrier Services, Inc. The ACP discount, CAF II plans, and Viasat Internet service are not available in all areas.

Please see the [Tribal Connectivity Program](#) for more information.

One-time standard installation fee may be charged at the time of sale. For CAF II plans, minimum 12-mo. service term; for all other plans, minimum 24-mo. service term. Equipment lease fee is \$15.00/mo. Minimum service term does not apply to Lifeline subscribers. Taxes apply. If your plan includes the price lock guarantee, it applies only to the standard monthly internet service fee and the monthly equipment lease fee (in each case, before any promotional discounts) and excludes any surcharges. CAF II service plans are not eligible for the price lock guarantee. Speeds are "up to," will vary and are not guaranteed. Offers may be changed or withdrawn at any time.

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Our company

[About us](#)

[Corporate events](#)

[Careers](#)

[Locations](#)

[Investors](#)

[Newsroom](#)

Our commitments

[Our culture](#)

[Sustainability & impact](#)

[Quality & certifications](#)

[Environmental, social and governance](#)

[Community & charitable giving](#)

[University research & partnerships](#)

Our support resources

[Customer service](#)

[Authorized retailers](#)

[Supplier information](#)

[Contact us](#)

[Products](#)



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Limitless connectivity (and more) for less



See if you qualify for these federal programs and 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 \$61.99/for 24 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.

*Connection 25 plan costs \$61.99/mo. for 24 months, \$86.99/mo. thereafter.

**After you use 1,000 GB of High-Speed Data, you will continue to receive unlimited data (referred to as "Standard Data"); however, Viasat may prioritize Standard Data behind other customers during times of network congestion, which may result in slower speeds. Offers available to qualifying new customers in select areas only. One-time activation fee may be charged at the time of sale. Minimum 12-month service term applies. Taxes and surcharges may apply. Equipment lease fee is \$15/mo. Non-standard installations may result in additional charges. Speeds are "up to," are not guaranteed and will vary. Service is not available in all areas. All offers may be changed or withdrawn at any time.

***The Voice-only Lifeline discount is \$5.25 per month until 12/1/2026. The federal government is eliminating the standalone voice discount for most locations on 12/2/2026. For more details, visit <https://www.usac.org/lifeline/resources/program-data/#Census>.

Viasat Voice: Additional charges for calls to destinations outside of the United States, the District of Columbia and Canada and for directory assistance calls. 911 service through Viasat Voice's satellite technology may be limited in comparison to 911 service available through traditional landline telephone carriers. Service plans through the Connect America Fund - Phase II (CAF II) are provided by Viasat, Inc.'s subsidiary, Viasat Carrier Services, Inc. Copyright © 2025 Viasat, Inc. All rights reserved. Viasat, the Viasat logo and the Viasat signal are registered trademarks of Viasat, Inc.

For Georgia residents:
Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-656-4501 or toll-free 800-282-5813.

For Utah residents:
Utah Division of Public Utilities
P.O. Box 146751
Salt Lake City, UT 84114-6751
801-530-7622 or 800-874-0904
<https://psc.utah.gov/complaint-process/>

¹Oregon residents determine Lifeline eligibility at:
<https://www.oregon.gov/puc/pages/discounted-service.aspx>
1-800-848-4442
1-800-648-3458 (TTY)

¹For Pennsylvania residents: Contact the PA Public Utility Commission (PUC), Bureau of Consumer Services (BCS) for help with unresolved questions, or complaints regarding Lifeline at 1-800-692-7380, or by using the on-line Informal Complaint Form, which can be found at: <https://www.puc.pa.gov/complaints/>

CAF II CONNECTION 25 PLAN

Download speeds up to
25 Mbps

BEST FOR

Streaming movies, connecting smart home devices, video call and more

1,000 GB

High-Speed Data

+ Unlimited Standard data**

\$61.99/mo. for 2 years!*

Eligible for Lifeline discounts

VIASAT VOICE



ALSO AVAILABLE

Viasat Voice plan

\$35.00/mo.

with internet service

Voice-Only

Connection plan

\$54.99/mo.

Eligible for Lifeline discounts

Now with
UNLIMITED DATA!**

Check if you're eligible

To determine CAF II plan eligibility:

Visit www.viasat.com/caf-ii

To determine Lifeline eligibility:

Visit Lifeline Support¹ at <https://www.LifelineSupport.org> 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/wp-content/uploads/documents/get-lifeline/LI_Application_NVstates.pdf and mailing it, along with your proof of eligibility, to USAC, Lifeline Support Center, P.O. Box 1000, Horseheads, NY 14845.

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.



Community Resource Department
United Way
Address
City, State, Zip

Hello,

We are reaching out on behalf of Viasat Internet Services (Viasat) regarding programs for low-income households in which Viasat participates.

Because it is our understanding that your office supports residents in the local area where our services are available, we have enclosed fliers we hope you can display. The flier includes an easy reference about the program, how to qualify and contact information for Viasat. We are hopeful you can post these in your office as well as make them available to any residents that may request information or who need discounted internet or voice service.

CAF II and Lifeline:

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.

Lifeline is another federal government program designed to help lower the costs of either internet or voice service to eligible households. The Lifeline discount currently reduces costs on select Viasat service offerings by \$9.25 per month for internet service, and by \$5.25 per month for voice-only service. For eligible households on qualifying tribal lands, there is an additional discount of \$25 per month.

Viasat:

Viasat is an internet service company that believes everyone, and everything can be connected, and we are partnering with the federal government and organizations like yours in hopes that the costs of internet and voice services will not be as much of a burden to those households that need connectivity the most.

Please contact us with any questions or concerns. You can also learn more about Viasat by visiting Viasat.com. We appreciate your assistance. Thank you.

Best,

Viasat Marketing and Communications



Community Resource Department

<<United Way>>

<<Address>>

<<City, State, Zip Code>>

Hello,

We are reaching out on behalf of Viasat Internet Services (Viasat) regarding programs for low-income households in which Viasat participates.

Because it is our understanding that your office supports residents in the local area where our services are available, we have enclosed fliers we hope you can display. The flier includes an easy reference about the program, how to qualify and contact information for Viasat. We are hopeful you can post these in your office as well as make them available to any residents that may request information or who need discounted internet or voice service.

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Please contact us with any questions or concerns. You can also learn more about Viasat by visiting Viasat.com. We appreciate your assistance. Thank you.

Best,

Viasat Marketing and Communications

Fast internet (and more) for less

See if you qualify for these federal programs and 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 \$61.99/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.

*The voice-only Lifeline discount is \$5.25 per month until 12/01/2025. The federal government is eliminating the stand-alone voice discount for most locations on 12/02/2025. For more details, visit: <https://www.usac.org/lifeline/resources/program-data/#Census>.

**\$61.99/mo. is \$25 off a mo., for 24 months, \$86.99/mo. thereafter.

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 \$15.00/mo. Taxes and surcharges may apply. After 720GB of data usage, Viasat will significantly slow and/or restrict internet service, or certain uses of internet service, until the end of the monthly measurement period. Speeds 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 404-656-4501 or toll-free 800-282-5813.

For Utah residents:

Utah Division of Public Utilities
P.O. Box 146751
Salt Lake City, UT 84114-6751
801-530-7622 or 800-874-0904
<https://psc.utah.gov/complaint-process/>

**Oregon residents determine Lifeline eligibility at:

<https://www.oregon.gov/puc/pages/discounted-service.aspx>
1-800-848-4442
1-800-648-3458 (TTY)

**For Pennsylvania residents: Contact the PA Public Utility Commission (PUC), Bureau of Consumer Services (BCS) for help with unresolved questions, or complaints regarding Lifeline at 1-800-692-7380, or by using the on-line Informal Complaint Form, which can be found at: <https://www.puc.pa.gov/complaints/>

CAF II CONNECTION 25 PLAN

Download speeds up to

25 Mbps

BEST FOR

Streaming movies, connecting smart home devices, video call and more

720 GB

High-Speed Data

\$61.99/mo. for 2 years!**

Eligible for Lifeline discounts

VIASAT VOICE



ALSO AVAILABLE

Viasat Voice plan
\$35.00/mo.
with internet service

Voice-Only
Connection plan
\$54.99/mo.

Eligible for Lifeline discounts

Check if you're eligible

To determine CAF II plan eligibility:

Visit www.viasat.com/caf-ii

To determine Lifeline eligibility:

Visit Lifeline Support** at <https://www.LifelineSupport.org> 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/wp-content/uploads/documents/get-lifeline/LI_Application_NVstates.pdf and mailing it, along with your proof of eligibility, to USAC, Lifeline Support Center, P.O. Box 1000, Horseheads, NY 14845.

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.

Unlimited, low-cost internet for just \$61.99/mo.!* Now with UNLIMITED DATA!**

Viasat, together with Connect America Fund Phase II (CAF II), offers affordable home and business internet plans for qualifying areas

See if CAF II plans are available for you

*\$25/mo. off, for 24 months. After 24 months, the regular rate of \$86.99/mo. applies. Terms and conditions apply, see below for details.



What is Connect America Fund Phase II (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 is a proud participant in CAF II, and offers plans with discounted satellite internet, and phone service (Viasat Voice), to qualifying service areas.

- Viasat residential and business CAF II Connection 25 plans start as low as \$61.99/mo. for 24 months, \$86.99/mo. thereafter
- Plans include 1,000 GB of High-Speed Data and Unlimited Standard Data**
- More discounts may be available with Lifeline (see below)
- Residential and business phone service (Viasat Voice) available separately

What is 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.

Eligible households can only qualify for the internet or Voice Lifeline discount. For example, if you qualify, your household can receive either the Voice discount or the internet discount, but not both. Lifeline benefits are nontransferable.

More about CAF II and Lifeline



How to qualify for CAF II and Lifeline

1

VIEW CAF II PLANS

Visit our service lookup tool and enter your home address to see if Viasat offers CAF II plans in your area.

2

CHECK IF YOU QUALIFY FOR LIFELINE

Visit Lifeline's National Verifier to see if you qualify for additional discounts (not available for businesses), and if you do, hold onto the authorization code to use when ordering CAF II

3

ORDER NOW

If we offer service in your area, you can order an internet plan [online](#) or by phone. If you're interested in a Viasat Voice plan or have qualified for Lifeline:

[Enter your address](#)[service plans from Viasat.](#)[Visit Lifeline](#)[Call 1-855-851-7419](#)

Do you need phone service?

Viasat Voice phone service is offered with Viasat's CAF II plans. Voice is a feature-packed, reliable, and affordable phone service delivered over Viasat's satellite network. You can order Voice as a standalone service or combine it with your CAF II internet plan offered at a discount. Let us know if you'd like to add Viasat Voice when you call to order service.

Frequently asked questions

ALL ABOUT CAF II

What is the Connect America Fund (CAF II)?



How do I know if I live in a service area that qualifies for the CAF II offers?



Do I have to sign a contract for a CAF II plan?



Can I purchase more High-Speed Data if I use my CAF II plan limit?



What Viasat add-ons are available with the CAF II plan?



ALL ABOUT LIFELINE AND LINK-UP

What is Lifeline?



What is the Lifeline discount?



How do I qualify for Lifeline?



Who qualifies for the Lifeline program?



How do I check if I qualify?



Am I able to add the Lifeline discount after I already have the CAF II internet or Voice-only phone service?



What is Link-Up?



VIASAT VOICE WITH CAF II PLANS

How does the phone service work?



CONCERNS ABOUT CAF II OR LIFELINE

What if I want to register a complaint?



State specific information for CAF II and Lifeline

GEORGIA RESIDENTS: Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 1-404-656-4501 or toll-free at 1-800-282-5813. For additional CAF II and Lifeline information, [click here](#).

OREGON RESIDENTS: To determine Lifeline eligibility, [click here](#) | 1-800-848-4442 | 1-800-648-3458 (TTY)

PENNSYLVANIA RESIDENTS: Contact the PA Public Utility Commission (PUC), Bureau of Consumer Services (BCS) for help with unresolved questions, or complaints regarding Lifeline at 1-800-692-7380; or by using the online Informal Complaint Form, which can be found at: <https://www.puc.pa.gov/complaints/>

UTAH RESIDENTS: Utah Division of Public Utilities: P.O. Box 146751 Salt Lake City, UT 84114-6751 | 1-801-530-7622 or 1-800-874-0904. <https://psc.utah.gov/complaint-process/>. For additional CAF II and Lifeline information, [click here](#).

Additional information

Have any questions? Visit our [FAQs page](#)
or call 1-855-851-7419 - agents are available 8am - 5pm MT Monday - Friday.

**After you use 1,000 GB of High-Speed Data, you will continue to receive unlimited data (referred to as "Standard Data"); however, Viasat may prioritize Standard Data behind other customers during times of network congestion, which may result in slower speeds.

***The Voice-only Lifeline discount is \$5.25 per month until 12/1/2026. The federal government is eliminating the standalone voice discount for most locations on 12/2/2026. For more details, visit <https://www.usac.org/lifeline/resources/coverage-data/Census>

Viasat Voice: Additional charges for calls to destinations outside of the United States, the District of Columbia and Canada and for directory assistance calls. 911 service through Viasat Voice's satellite technology may be limited in comparison to 911 service available through traditional landline telephone carriers. Keep your Viasat service up and running during power outages. Learn more about [backup battery power](#).

\$25 off/mo. offer available to qualifying new CAF II customers. Customers must remain on the CAF II Connection 25 or Business Connection 25 service plan and maintain their account in good standing to keep the discount. One-time standard installation fee may be charged at the time of sale. Internet or Voice require 12 mo. minimum service term. Minimum service term does not apply to Lifeline subscribers. Equipment lease fee is \$15.00. Taxes and surcharges may apply. Speeds are "up to," will vary and are not guaranteed. Service is not available in all areas. Offers may be changed or withdrawn at any time. Service plans through the Connect America Fund - Phase II (CAF II) are provided by Viasat's subsidiary, Viasat Carrier Services, Inc.

Lifeline discount is only available to eligible residential customers with a CAF-II Connection 25 service plan or CAF-II Viasat Voice-Only Connection Plan.



Our company

[About us](#)

[Corporate events](#)

[Careers](#)

[Locations](#)

[Investors](#)

[Newsroom](#)

[Modern Slavery Statement](#)

Our commitments

[Our culture](#)

[Sustainability & impact](#)

[Quality & certifications](#)

[Environmental, social and governance](#)

[Community & charitable giving](#)

[University research & partnerships](#)

Our support resources

[Customer service](#)

[Authorized retailers](#)

[Supplier information](#)

[Contact us](#)

[Products](#)



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High-speed, low-cost internet for just \$61.99/mo.!* ---

Viasat, together with Connect America Fund Phase II (CAF II), offers affordable home and business internet plans for qualifying areas

See if CAF II plans are available in your area

*\$25/mo. off for 24 months. After 24 months, the regular rate of \$86.99/mo. applies. Terms and conditions apply, see below for details.



What is Connect America Fund Phase II (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 is a proud participant in CAF II, and offers plans with discounted satellite internet, and phone service (Viasat Voice), to qualifying service areas.

- Viasat residential and business CAF II Connection 25 plans start as low as \$61.99/mo. for 24 months, \$86.99/mo. thereafter
- More discounts may be available with Lifeline (see below)
- Residential and business phone service (Viasat Voice) available separately

What is 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.

Eligible households can only qualify for the internet or Voice Lifeline discount. For example, if you qualify, your household can receive either the Voice discount or the internet discount, but not both. Lifeline benefits are nontransferable.

More about CAF II and Lifeline



How to qualify for CAF II and Lifeline



VIEW CAF II PLANS

Visit our service lookup tool and enter your home address to see if Viasat offers CAF II plans in your area.

Enter your address



CHECK IF YOU QUALIFY FOR LIFELINE

Visit Lifeline's National Verifier to see if you qualify for additional discounts (not available for businesses), and if you do, hold onto the authorization code to use when ordering CAF II service plans from Viasat.

Visit Lifeline



ORDER NOW

If we offer service in your area, you can order an internet plan [online](#) or by phone. If you're interested in a Viasat Voice plan or have qualified for Lifeline:

Call 1-855-851-7419

Do you need phone service?

Viasat Voice phone service is offered with Viasat's CAF II plans. Voice is a feature-packed, reliable, and affordable phone service delivered over Viasat's satellite network. You can order Voice as a standalone service or combine it with your CAF II internet plan offered at a discount. Let us know if you'd like to add Viasat Voice when you call to order service.

Frequently asked questions

ALL ABOUT CAF II

What is the Connect America Fund (CAF II)?

The FCC's CAF II program focuses on expanding high-speed internet access to millions of people who otherwise wouldn't have access. Viasat (through its subsidiary, Viasat Carrier Services, Inc.), is a proud participant in CAF II and offers plans with discounted satellite internet and phone service to qualifying service areas.

How do I know if I live in a service area that qualifies for the CAF II offers?

You can get help with your account, get technical support, and find contact information on our [support page](#).

Do I have to sign a contract for a CAF II plan?

If you are a **New Customer**, you will be required to sign a customer agreement that contains the CAF II addendum with a 1-year contract.

If you are a **Current Customer**, you will be transitioned to a new 1-year contract.

Can I purchase more High-Speed Data if I use my CAF II plan limit?

Yes, the residential and business CAF II Connection 25 plans are eligible to purchase additional High-Speed Data.

What Viasat add-ons are available with the CAF II plan?

The services currently available to add on to the CAF II plans are EasyCare and Viasat Voice.

ALL ABOUT LIFELINE AND LINK-UP

What is Lifeline?

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service for eligible customers. It may be applied as a discount with Viasat's residential CAF II plans. The Lifeline discount is available per household only (not per person) and is nontransferable.

What is the Lifeline discount?

The discounts for qualified customers are: \$5.25/month for voice-only service OR \$9.25/month for internet service. The discounts cannot be combined. The Voice-only Lifeline discount is only available until 12/1/2025. The federal government is eliminating the standalone voice discount for most locations on 12/2/2025.

How do I qualify for Lifeline?

Eligible households can qualify either online via the government's National Verifier website or via a written application (Oregon residents see below). For more information on how to qualify, [click here](#).

Who qualifies for the Lifeline program?

You qualify if your 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 OR you are a Tribal lands resident who participates in Lifeline qualifying tribal programs.

How do I check if I qualify?

Please visit <https://www.lifelinesupport.org/> to apply online or call the Lifeline Support Center at 1-800-234-9473. You can also apply by mail by printing your application from https://www.lifelinesupport.org/wp-content/uploads/documents/get-lifeline/L_Application_NVstates.pdf and mailing it, along with your proof of eligibility to USAC, Lifeline Support Center, P.O. Box 9100 Horseheads, NY 14845. Residents of Oregon can determine eligibility here: Oregon: <https://apps.puc.state.or.us/rsp/otapapp.asp> 1-800-848-4442 1-800-648-3458 (TTY) Important: Once your application has been approved, please call us at 1-855-851-7419 with your application I.D. confirming your eligibility.

Am I able to add the Lifeline discount after I already have the CAF II internet or Voice-only phone service?

Yes, the Lifeline discount can be added to an account as long as you have qualified for Lifeline and Viasat is able to confirm your eligibility.

What is Link-Up?

If qualified and you live on federally recognized tribal lands and/or you participate in select tribal programs, you may be eligible for a Link-Up program discount of up to \$100 off your Voice installation fees.

VIASAT VOICE WITH CAF II PLANS

How does the phone service work?

Viasat Voice phone service is offered with Viasat's residential and business CAF II plans. For residential and business plans, you can order Voice as a standalone service or combine it with your CAF II internet plan offered at a discount.

CONCERNS ABOUT CAF II OR LIFELINE

What if I want to register a complaint?

If you do not believe that Viasat has satisfactorily addressed any concern regarding your service, billing, or account, you have the option to [file a formal complaint with the local public utility commission](#).

State specific information for CAF II and Lifeline

GEORGIA RESIDENTS: Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 1-404-656-4501 or toll-free at 1-800-282-5813. For additional CAF II and Lifeline information, [click here](#).

OREGON RESIDENTS: To determine Lifeline eligibility, [click here](#) | 1-800-848-4442 | 1-800-648-3458 (TTY)

PENNSYLVANIA RESIDENTS: Contact the PA Public Utility Commission (PUC), Bureau of Consumer Services (BCS) for help with unresolved questions, or complaints regarding Lifeline at 1-800-692-7380; or by using the online Informal Complaint Form, which can be found at: <https://www.puc.pa.gov/complaints/>

UTAH RESIDENTS: Utah Division of Public Utilities: P.O. Box 146751 Salt Lake City, UT 84114-6751 | 1-801-530-7622 or 1-800-874-0904. <https://psc.utah.gov/complaint-process/>. For additional CAF II and Lifeline information, [click here](#).

Additional information

**The Voice-only Lifeline discount is \$5.25 per month until 12/1/2025. The federal government is eliminating the standalone voice discount for most locations on 12/2/2025. For more details, visit <https://www.usac.org/lifeline/resources/program-data/#Census>
Viasat Voice: Additional charges for calls to destinations outside of the United States, the District of Columbia and Canada and for directory assistance calls. 911 service through Viasat Voice's satellite technology may be limited in comparison to 911 service available through traditional landline telephone carriers.
Keep your Viasat service up and running during power outages. Learn more about [backup battery power](#).
\$25 off/mo. offer available to qualifying new CAF II customers. Customers must remain on the CAF II Connection 25 or Business Connection 25 service plan and maintain their account in good standing to keep the discount. One-time standard installation fee may be charged at the time of sale. Internet or Voice require 12 mo. minimum service term. Minimum service term does not apply to Lifeline subscribers. Equipment lease fee is \$15.00. Taxes and surcharges may apply. After 720 GB of data usage, Viasat will significantly slow and/or restrict internet service, or certain uses of internet service until the end of the monthly measurement period. Speeds are "up to," will vary and are not guaranteed. Service is not available in all areas. Offers may be changed or withdrawn at any time. Service plans through the Connect America Fund - Phase II (CAF II) are provided by Viasat's subsidiary, Viasat Carrier Services, Inc. Lifeline discount is only available to eligible residential customers with a CAF-II Connection 25 service plan or CAF-II Viasat Voice-Only Connection Plan.



Our company

[About us](#)
[Corporate events](#)
[Careers](#)
[Locations](#)
[Investors](#)
[Newsroom](#)
[UK MSA Statement](#)

Our commitments

[Diversity & inclusion](#)
[Corporate sustainability](#)
[Quality & certifications](#)
[Corporate social responsibility](#)
[Community & charitable giving](#)
[University research & partnerships](#)

Our support resources

[Customer service](#)
[Authorized retailers](#)
[Supplier information](#)
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