

Seasonal & Cottage Program FAQ

1) Q: When will the new Seasonal and Cottage programs become available?

A: The new Seasonal and Cottage programs will be available September 20, 2012.

2) Q: Are the new Seasonal and Cottage programs available on all platforms?

A: The new Seasonal and Cottage Plans are only available on the WiMAX, ViaSat, and Expedience platforms. Ka Telesat and Ka Hughes platforms will continue to use the existing Seasonal pricing.

3) Q: What is the difference between the new Seasonal and the Cottage programs?

A: The seasonal program is designed for customers who require little to no internet service during the winter or off-peak season.

The Cottage program is a designed for customers who require minimal surfing and downloading capability during winter or off-peak season.

Both programs guarantee the customer will not incur additional reactivation fees or face unnecessary delays when reactivating. Upon reactivation, customers will be placed on current in-market pricing.

While on Cottage or Seasonal hold time will continue to accrue for customers on contract and there is no extension to the contract end date.

4) Q: Will the customer be able to browse the internet while on the Seasonal and Cottage programs?

A: ViaSat, WiMAX and Expedience customers will be able to browse while on the Seasonal and Cottage programs. Canopy, Ka Telesat and Ka Hughes customers will not have internet service.

5) Q: Are the Seasonal and Cottage programs available on all Platforms?

A: The Seasonal program is available on all platforms (pricing and service varies by platform). The Cottage program is available on ViaSat, WiMAX and Expedience platforms only.

6) Q: How much will the customer pay while on the Seasonal and Cottage programs?

A: The below details the pricing for each platform:

	Seasonal Program	Cottage Program
Price	<u>ViaSat, WiMAX & Expedience:</u> \$4.99/month + Hardware Rental for In and Out of Contract Customers	\$24.99/month + Hardware Rental for In and Out of Contract Customers
	<u>Canopy, Ka Hughes & Ka Telesat:</u> \$24.99/month for In Contract \$4.99/month for Out of Contract	<u>Canopy, Ka Hughes & Ka Telesat:</u> N/A

7) Q: Will the customer be subject to usage charges while on seasonal or the cottage program?

A: All ViaSat, WiMAX and Expedience customers in all markets will be subject to usage charges while on both the Seasonal and Cottage program. The below chart details the charges for each program:

	Seasonal Program	Cottage Program
Usage Details	<u>ViaSat, WiMAX & Expedience:</u> Usage Allowance = 200 MB Usage Charge = \$15/GB	<u>ViaSat, WiMAX & Expedience:</u> Usage Allowance = 2 GB Usage Charge = \$10/GB
	<u>Canopy, Ka Hughes & Ka Telesat:</u> No Usage	<u>Canopy, Ka Hughes & Ka Telesat:</u> No Usage

8) Q: Is there a maximum of how long the customer can stay on the Seasonal and Cottage program?

A: Customers can remain on these programs for a maximum of 6 months.

9) Q: Is there a minimum of how long the customer must stay on the Seasonal and Cottage program?

A: Residential customers must remain on these programs for a minimum of 6 weeks. There is no minimum for Business customers.

10) Q: How often can a customer go on the Seasonal or Cottage program?

A: Customers are allowed to take advantage of either the Seasonal or Cottage program once every 12 months.

11) Q: Why do customers on Canopy, Ka Telesat and Ka Hughes not have access to the new Seasonal and Cottage programs?

A: Unfortunately we cannot offer the reduced browsing abilities on our legacy platforms. Customers on legacy platforms are encouraged to ask about our Conversion programs to 4G services where available in their area.

12) Q: Is there a seasonal program for business customers?

A: The above Seasonal and Cottage programs are available for our Business account customers, however, business customers do not have a minimum time limit to be on the programs and they can pay using invoice payment type.

13) Q: How does the customer sign up for the seasonal or cottage program?

A: Customers can sign up for these programs by calling the Call Centre at 1-866-841-6001 or by logging into the customer portal and submitting a Case requesting to be put on the Seasonal or Cottage program.