



May 11, 2015

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South Dakota Public Utilities Commission
Capital Building, 1st Floor
500 East Capital Ave
Pierre, South Dakota 67601-5070

RE: TC 15-006 Response of ViaSat, Inc. to Staff Data Request No. 1

Dear Sir or Madam:

ViaSat, Inc. ("ViaSat"), by undersigned counsel, hereby files a response to Staff's Data Request 1 regarding the ViaSat Application for Authority to Provide VoIP Services, filed with the Commission on April 21, 2015. The Response to the Data Request is below:

1.1. What has ViaSat, Inc. done to improve and better their customer service, especially for those calling with complaints?

RESPONSE: ViaSat's Exede Voice service is customer experience focused and supported by industry leading partners, Alianza, Inc. and Tremmel Telephony. ViaSat maintains dedicated Exede Voice customer service representatives with a queue management system that directs Exede Voice customers with complaints or questions to this dedicated customer service team. ViaSat also maintains a secondary dedicated Exede Voice team to resolve escalated service issues. ViaSat is continuously deploying improved service tools to enhance the ability of its customer service representatives to diagnose, resolve and prevent service issues. ViaSat has recently redesigned its quality assurance program to increase resolution rates associated with its Exede Voice service and has provided targeted training to its Exede Voice customer service team.

1.2. Pursuant to 20:10:24:02(10), please provide the address, facsimile number, email address, and other missing information of ViaSat, Inc.'s representatives to whom all inquiries must be made regarding complaints.

Address: ViaSat, Inc.
Attn: Care Management
P.O. Box 4427
Englewood, CO 80155
Fax: 720-228-2219
Email: Web form to be completed: <https://viasat.secure.force.com/kb/PublicKBContactUs>
Phone: 855-GO-EXEDE
855-463-9333

Legal and Regulatory issues:

Email: Communications.Legal@viasat.com
Fax: 720-535-3122
Mailing Address: Attn: Legal Department

ViaSat, Inc.
P.O. Box 4427
Englewood, CO 80155

1.3. Does ViaSat, Inc. bill customers directly or utilize a third party billing system to bill for them?

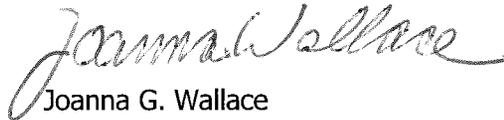
RESPONSE: ViaSat utilizes a third party billing system to bill its customers. While the billing software is owned and operated by a third party, ViaSat maintains 100% control of the billing system output through contractual and operational means. In addition, the billing system hardware resides in a facility where ViaSat controls access to the billing system and activities related to the system.

1.4. Does ViaSat, Inc. agree to the conditions that it not offer any prepaid services for retail purposes, require deposits, and be subject to rural safeguards?

RESPONSE: ViaSat is acquiring a Surety Bond so that it may offer services on a prepaid basis. The Surety Bond is attached for the Commission's review, and will be filed separately with the Commission in Docket TC 15-006. It is the Company's understanding that it is not subject to the rural safeguard requirements because ViaSat is not applying for local exchange authority.

Should you have any additional questions, please contact the undersigned directly,

Respectfully Submitted,


Joanna G. Wallace
Counsel for ViaSat, Inc.

Enc: ViaSat, Inc. Surety Bond