

Retailer Contact Information



VIASAT RETAILER CONTACTS

FSM

FSMadministrator@viasat.com

- Add additional users/installers to FSM at www.viasat.com/home-internet/fsm/

Viasat Discover

viasatdiscover.bbs@viasat.com

- Register new technicians/sales agents at bbs.viasatdiscover.com/learn

Agent Login

agentlogin.request@viasat.com

- Retailer Portal Login issues/password resets.
- Request additional users at dealerportalusernamerequests.com

Residential Customer Care 866-945-3258

Partner Support 888-278-6829

partner.support@viasat.com

Installer Relations 888-278-6869

- Onsite technical support issues

Voice Customer Escalations 855-463-9333

support-voiptog@viasat.com

Business Customer Care 855-313-4111

business.support@viasat.com

Sales & Marketing Center

- Access Viasat promotional materials at marketing.viasatretailersupport.com



PERFECTVISION RETAILER CONTACTS

Department Information 800-205-8620

Commission Escalations 800-205-8620 ext. 2140

commissionescalations@perfect-vision.com

- Commission support
- Incentive pay questions or incorrect payment
- Order status dispute

Order Resolution 800-205-8620 ext. 2655

orderresolution@perfect-vision.com

- Product returns or shipment reroutes
- Damaged or lost shipments
- Shipment does not match purchase order

Program Operations 800-205-8620 ext. 2140

programoperations@perfect-vision.com

- Reporting
- Order entry for consumer orders

Customer Finance 800-205-8620 ext. 2620

customerfinance@perfect-vision.com

- Payment terms
- Outstanding invoices or invoice disputes
- Credit limit inquiries or changes

Customer Onboarding 800-205-8620 ext. 2656

customeronboarding@perfect-vision.com

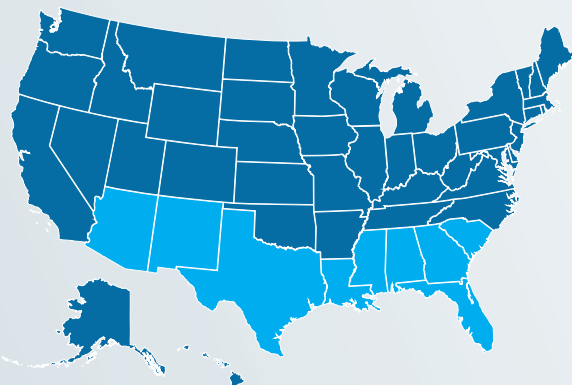
- Update to address or contact information
- Insurance requirements and updates

Marketing 800-205-8620 ext. 2611

PVMarketing@perfect-vision.com

- Help grow your business
- Strategically identify go-to-market tactics

PREFERRED MARKETING VENDOR



TROST MARKETING CONTACTS

● **Kassandra Floyd**
918-933-6841
kassandraf@trostmarketing.com

● **Alexis Stephens**
918-933-6843
alexiss@trostmarketing.com