

July 29, 2022

Steven V. King - Executive Director and Secretary  
Washington Utilities & Transportation Commission  
P.O. Box 47250  
Olympia, Washington 98504-7250

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06/29/22 13:35  
State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

**RE: Viasat Carrier Services, Inc. - 2022 Annual Lifeline and High Cost  
Recertification Filing and Annual Plan for 2023– SAC 529028**

Dear Staff,

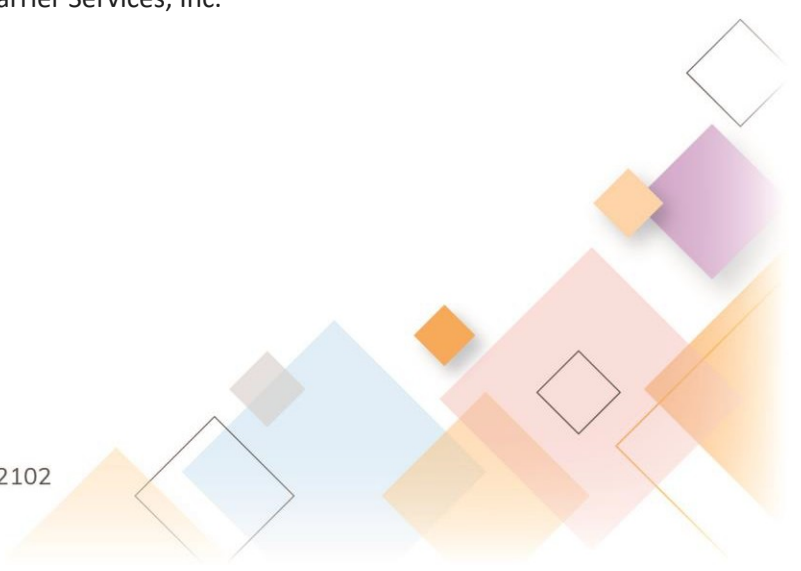
In accordance with WAC 480-123-060 to WAC 480-123-080, Viasat Carrier Services, Inc. - Study Area Code 529028 - submits its Annual Eligible Telecommunications Carrier Report for 2021 ("2021 Report") and Annual Plan for 2023, and officer certification.

If you have any questions regarding this filing, please contact me at (703) 714-1324 or [map@compliancegroup.com](mailto:map@compliancegroup.com).

Respectfully Submitted,



Marsha A. Pokorny  
Senior Managing Consultant on behalf of Viasat Carrier Services, Inc.



## Viasat Carrier Services, Inc. (SAC 529028)

### Annual Eligible Telecommunications Carrier Report for 2021 and 2023 Annual Plan

Viasat Carrier Services, Inc. (“Viasat”), study area code (“SAC”) 529028,<sup>1</sup> submits its Annual Eligible Telecommunications Carrier Report for 2022 (“2022 Report”) and Annual Plan for 2023 in accordance with WAC 480-123-060 to WAC 480-123-080.

#### I. VIASAT ETC REPORT FOR 2021

##### A. Annual Certification of Eligible Telecommunications Carriers

With this filing, Viasat requests continued certification as an eligible telecommunications carrier (“ETC”) in Washington. Viasat did not provide supported services in 2021. Nonetheless, in accordance with WAC 480-123-060, **Exhibit A** contains the certification that all federal high-cost universal service support was used in the preceding calendar year (2021) and will be used in the coming calendar year (2023) for the “provision, maintenance, and upgrading of facilities and services for which the support is intended.”

##### B. Report as Required by WAC 480-123-070 for Calendar Year 2021

#### 1. Report on use of federal universal service funds and benefits to consumers (WAC 480-123-070(1)(a) and (b));

- A substantive description of investments made, and expenses paid with support from the federal high-cost fund;
  - In calendar year 2021, Viasat continued work to develop its service offers and infrastructure in preparation to support the Connect America Fund Phase Two Auction (CAF II)-awarded census blocks and requirements. Among other things, Viasat is currently undergoing an end-to-end upgrade of all internal systems, which began in February 2020. This upgrade is necessary to give Viasat the functionality to offer the CAF II service in all awarded states, including the ability to determine availability of CAF II services by census block.
  - Starting in early February of 2021, Viasat’s engineers began testing versions of the CAF II service offers in certain markets. This testing is intended to (1) validate the performance of newly upgraded internal systems, (2) verify the service configurations necessary to meet FCC service standards, (3) verify the functionality of the Viasat’s CAF II service availability tool by census block, and (4) build CAF II-specific service plans and customer self-help tools for such plans.
  - In order to ensure a smooth rollout of CAF II services by the end of 2022, Viasat also implemented an initial, limited launch of CAF II-compliant services in select census blocks. The limited launch has allowed Viasat to

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<sup>1</sup> The Commission designated Viasat as an eligible telecommunications carrier (“ETC”) in certain areas in Washington by Order dated January 31, 2019 in Docket UT-180839. See In the Matter of the Petition of Viasat Carrier Services, Inc. Seeking Designation as an Eligible Telecommunications Carrier in the state of Washington pursuant to 47 U.S.C. § 214(e)(2), Order Granting Eligible Telecommunications Carrier Designation, Docket No. UT-180839, Order No. 1 (Jan. 31, 2019).

- test and refine its approach to CAF II implementation.
- Viasat continues to learn from the limited launch even as it completes the implementation of the internal systems and processes that will be necessary to successfully launch CAF II services in all supported states, including Washington. Among other things, Viasat is working to improve functionality and customer experience based upon what it has discovered from the limited launch. These improvements include, but are not limited to, necessary back-office development to improve its service availability tool, development to allow customers to more easily transition from standard Viasat plans to CAF II plans, and improved marketing development to target eligible customers, including tribal land customers. Additionally, Viasat has continued to invest in the construction of a new satellite that will be used to support the needs of the CAF II service as it is rolled out across the country.
  - The company's gross capital expenditures and operating expenses made with federal high-cost support received by the ETC in the preceding calendar year along with a description of major projects and affected exchanges.
    - Viasat received \$703,186.44 in CAF II funds for the State of Washington in 2021. All of those funds were used for capital expenditures, including for the aforementioned upgrades to Viasat's systems and infrastructure, testing, mapping technology, and construction of the newest Viasat satellite.
  - A substantive description of the benefits to consumers that resulted from the investments and expenses reported pursuant to (a) of this subsection.
    - As indicated above, Viasat has used the entirety of the 2021 CAF II funds for Washington to develop the necessary systems, infrastructure, hardware, and technology to offer the CAF II services in the awarded census blocks, while meeting the required quality, speed, and latency requirements. Customers in Washington will benefit from a high-quality, low-cost product that provides high-speed internet and Voice options to areas that are in desperate need of those services.

## **2. Local Service Outage Reports(WAC 480-123-070(2))**

Viasat did not provide supported services in 2021 and, therefore, does not have local service outage information to provide. At such time as Viasat provides supported services, it will submit local service outage information as required by WAC 480-123-070(2).

## **3. Report on failure to provide service (WAC 480-123-070(3))**

Viasat did not provide service in 2021 and, therefore, did not have unfulfilled request for service in calendar year 2021. At such time as Viasat provides supported services, it will submit a report of its unfulfilled requests for service.

## **4. Report on complaints per one thousand connections (WAC 480-123-070(4))**

Viasat did not provide supported service in 2021, and, therefore, does not have a report of complaints. At such time as Viasat provides supported services, it will submit a report on complaints.

## **5. Compliance with applicable service quality standards (WAC 480-123-070(5))**

Viasat did not provide supported services in 2021. At such time as Viasat provides supported services, it will comply with all FCC and Commission requirements, including

applicable service quality standards and consumer protection rules. Included in **Exhibit A** is Viasat's certification of substantial compliance with this requirement.

**6. Certification of the ability to function in emergency situations (WAC 480-123-070(6))**

Viasat has in place contingency plans for credible emergency situations for each of the major network facilities that are geographically distributed across the United States. These plans contain activation, required staffing, escalation, and communication procedures to deal with such emergencies. Additionally, all of the company's ground-based facilities are equipped with independent power generators and sufficient fuel to operate for several days so as to mitigate power outages. The design of these facilities contains multiple levels of redundancy and autonomy that also mitigate the need for dedicated human interaction.

**7. Advertising certification, including advertisements on Indian reservations (WAC 480-123- 070(7)).**

Viasat did not provide supported services in 2021. At such time as Viasat provides supported services, it will advertise or publicize the availability of and charges for USF-supported services and Lifeline services using media of general distribution, including advertisements and publications reasonably calculated to reach those likely to qualify. The certification for this section is included in **Exhibit A**.

**II. Annual Plan for Universal Service Support Expenditures as Required by WAC 480-123-080**

Viasat is on track to meet the December 31, 2022, 40% buildout milestone in Washington, and in 2023 it will continue to invest the necessary resources to offer the requisite plans, including CAF II-compliant broadband and voice services to all CAF-II awarded census blocks in Washington, in compliance with each remaining buildout milestone. In 2023, Viasat also intends to continue many of its efforts, mentioned above, to improve the functionality and customer experience for its customers.

## Exhibit A


### Viasat Carrier Services, Inc. Annual Certification

I Robert Blair, being of lawful age and duly sworn, state that I serve as President and Secretary of Viasat Carrier Services, Inc. ("Viasat").

I certify to the Washington Utilities and Transportation Commission ("Commission") under penalty of perjury under the laws of the State of Washington that the following is true and correct to the best of my knowledge:

1. The Commission designated Viasat an as eligible telecommunications carrier ("ETC") in certain areas in Washington by Order dated by Order dated January 31, 2019 in Docket UT-180839;
2. The Company used all high cost universal service funds during the prior calendar year (2021) and will use all high cost universal service funds in the upcoming calendar year (2023) only for the provision, maintenance and upgrading of the facilities and services for which the support is intended;
3. During calendar year 2021, Viasat did not provide supported services. Viasat will provide the supported services required by 47 U.S.C. § 214(e) [and has provided detailed information on the use of funds in accordance with WAC 480-123-070];
4. During calendar year 2021, Viasat did not provide supported services. At such time as Viasat provides supported services it will comply with the applicable service quality standards and consumer protection rules as required by WAC 480-123-070(5);
5. Viasat has the ability to remain functional in emergencies and meets the applicable requirements as required by WAC 480-123-070(6) as described in Viasat's Annual Eligible Telecommunications Carrier Report for 2022 and 2022 Annual Plan; and
6. During calendar year 2021, Viasat did not provide Lifeline services. At such time as Viasat provides Lifeline services, it will advertise and publicize the availability of its Lifeline services in a manner reasonably designed to reach those likely to qualify for the service in accordance with WAC 480-123-070(7).

Date: June 28, 2022  
Carlsbad, California

  
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Robert Blair  
President and Secretary  
Viasat Carrier Services, Inc.

California Jurat with Affiant  
Statement

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of San Diego

Subscribed and sworn to (or affirmed) before me on this 28 day of June, 2022.

By Robert Blair proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.



Kimbra L. Doyle  
Signature of Notary Public