

## Winners Circle FAQ

### ***What is the Winners Circle?***

The Winners Circle is a program that allows you to earn rewards points that can be redeemed for cool stuff! Participation in the Winners Circle will not affect what you're already earning today – it's just another way to be rewarded for your performance on Viasat jobs. As you continue to earn rewards points, you can log into the online catalog to shop thousands of available products and services. Participation in the Winners Circle program is subject to the Terms and Conditions posted on your Winners Circle home page.

### ***What is the URL for Winners Circle?***

[Winners.performnet.com](http://Winners.performnet.com)

### ***What if I can't find something I want in the Winners Circle catalog?***

If the catalog doesn't have something you want, all you have to do is ask, and we may be able to have it added to the catalog! Please reach out to: [winnerscircle.support@viasat.com](mailto:winnerscircle.support@viasat.com)

### ***Can I return an item if it's not what I expected or is defective?***

Of course! Subject to applicable warranty terms and conditions, you can return the item for a point refund OR return the item for another one.

### ***How will I know about new and exciting events in Winners Circle?***

We will send out email communications via the Viasat Tech Bulletin.

### ***How do I change my password?***

Click the "Settings" icon on the sidebar shown on the right-hand side of any page. Under "Settings," click the "Security" link to update your password, shown in Figure 1. Or select "Forgot your Password" On the login page, shown in Figure 2. You can also request assistance at: [winnerscircle@biworldwide.com](mailto:winnerscircle@biworldwide.com)

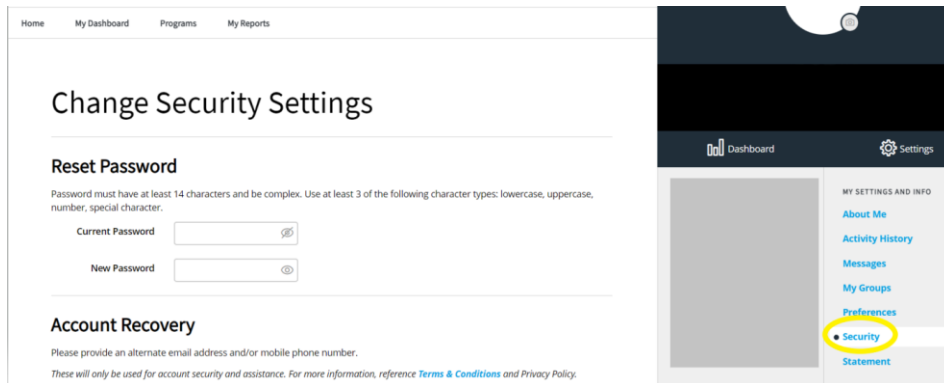


Figure 1

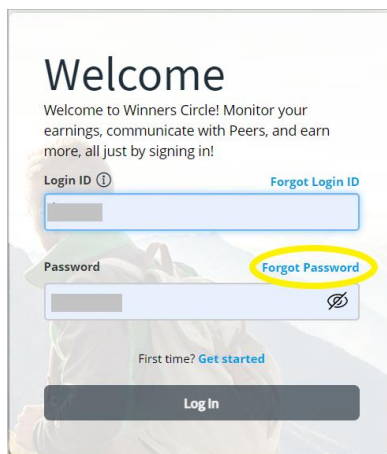


Figure 2

### ***Can I change my login id?***

No. Once your login id is created, it cannot be changed.

### ***Where do I go for assistance with the website?***

[Winnerscircle.support@viasat.com](mailto:Winnerscircle.support@viasat.com) – for questions about rewards points or any information that you cannot find in the FAQs.

[Winnerscircle@biworldwide.com](mailto:Winnerscircle@biworldwide.com) - for questions about the website itself or about your redemption prizes.

## Rewards Points FAQs

### What products and services are available for me to add through the Viasat 360 Solutions program and how many rewards points will I get?

Right now, we have eight products and services that are available for you to add to your installs, service calls and upgrades. See below for the number of rewards points you'll earn for each product or service you sell!

Extended Ethernet Cable	10
Screen Cleaner	20
Surge Protector	20
EasyCare	20
Cable Management	50
Voice	100
Viasat Shield	20
Home Plus **	50

**Commented [YP1]:** Added Home Plus to points matrix

**Commented [SP2R1]:** Please refer to it consistently as either Home+ or Home Plus.

**Commented [YP3R1]:** Changed "+" to "Plus"

\*\*For a technician to receive rewards points for Home Plus, the following criteria must be met:

1. The technician has received training related to the Home Plus program.
2. The technician has followed all policies and procedures related to the Home Plus sales process, including without limitation, providing Asurion's pre-enrollment disclosures to each prospective Home Plus customer before the customer enrolls and providing a leave-behind cancellation card (supplied by Asurion) in duplicate to the customer.
3. The customer is a Viasat residential customer and enrolls to receive the Home Plus product while the technician is at the customer's residence to complete a Viasat installation or service call.
4. The technician enters his or her unique identifier on the URL provided by Asurion.
5. The Viasat customer does not already have a Home Plus subscription prior to the technician soliciting the customer for the Home Plus product.

### How often are rewards points deposited in my Winners Circle account?

Your rewards points will be deposited in your account once a week, usually on Fridays.

### Will my rewards points ever expire?

Your rewards points do not expire. Save up or spend as you earn, it's up to you!

### ***How else can I earn rewards points?***

Viasat 360 rewards points will be earned as described in this document. In addition to Viasat 360 rewards points, technicians will be offered opportunities to earn rewards points for completing regular assigned tasks through the fulfillment network. Additional details will be sent via email.

### ***What can I get with my rewards points?***

You can use your rewards points for event tickets, dining, travel and thousands of other products and services! Just click on the "Shop" icon at the top of the Winners Circle home page to go to the catalog and see the amazing options available.

### ***Do rewards points get taxed?***

If you earn rewards points valued at or above \$600 for a calendar year, you are required by law to report the rewards points for tax purposes.

### ***How do rewards points get taxed?***

Tax Identity Solutions (a third party) collects the appropriate W-9 information from you. Tax Identity Solutions then helps Viasat by issuing a 1099 to you at the end of the year if you received rewards points valued at or above \$600.

If you have questions regarding taxes, please email: [taxclientsupport@taxidentity.com](mailto:taxclientsupport@taxidentity.com). Please Note - You are not eligible to earn any Winners Circle rewards points for any reason until you have correctly entered your W-9 information in the Tax Identity Solutions portal.

### ***How do I get started?***

Make sure you are signed up in Winners Circle and have entered your W-9 information in the Tax Identity Solutions portal. If you don't know if you are signed up for Winners Circle, send an email to [Winnerscircle.support@viasat.com](mailto:Winnerscircle.support@viasat.com). To provide your W-9 information, go to <https://viasat.taxidentity.com/Interview/NewStart?Code=NewVendor>. This can be done on your mobile device or laptop!