

Winners Circle FAQ

What is the Winners Circle?

The Winners Circle is a program that allows you to earn 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 points, you can log into the online catalog to shop thousands of available products, services. Participation in the Winners Circle program is subject to the Terms and Conditions published at http://www.wildbluetools.com/content/FS/000/000_WinCir_TandC.pdf.

What is the URL for Winners Circle?

Winners.performnet.com

What if I can't find anything that 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.

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 Viasat Tech Bulletin with updates and announcements.

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. You can also request assistance at: winnerscircle@biworldwide.com.

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 – for questions about points, the Tech Tier program, or any information that you cannot find in the FAQs.
- Winnerscircle@biworldwide.com – for questions about the website itself.

Rewards Points FAQs

How do I know what rewards I will earn in April, 2018 - at the launch of the program?

Your Tier Level for April will be determined based on your performance in October, November, and December of 2017.

How do I earn points?

You can earn points in many different ways, starting with the Tech Tier Program. **Tier 2 Techs** are eligible to earn **8 points** for every install or upgrade order completed. **Tier 3 Techs** are eligible to earn **20 points** for every install or upgrade order completed. Once you have earned points, they are yours and will not be taken away or expire.



Will I earn points while in Tier 1?

Points are only awarded when you make it to Tier 2. Keep working hard to bring your metrics up so that the next quarter you can start to earn!

How often are points deposited in my Winners Circle account?

Your hard-earned points will be deposited in your account about once a week, starting April 1st.

Will my points ever expire?

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

How else can I earn points?

The Tech Tier program is the best way to earn points. However, we will continue to explore new ways to reward points, such as giving them away with Winners Circle Cards, adding a rewards component to new projects that didn't previously have one, and launching new programs.

What is a Winners Circle Card?

This is a card that is loaded with reward points that you can redeem on the Winners Circle Website.

How do I redeem a Winners Circle Card?

It's easy! Log into the Winners Circle website. Type the card serial number into the field provided:

Please enter your Winners Circle Card serial number below:

Click **Submit** and the points deposit immediately in to your account!

How many points are on a Winners Circle Card?

Winners Circle Cards may be loaded with 1 point to 1000 points!

Do I get points if I earn a badge?

Badges are given to show different achievements, but they are not necessarily associated with earning points.

What can I get with my rewards points?

You can use your rewards 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.

Why do points get taxed?

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

How do points get taxed?

We are working with a third party (Tax Identity Solutions) to collect the appropriate W-9 information from you. Tax Identity Solutions will help Viasat issue a 1099 to you at the end of the year if you succeeded in reaching the \$600 mark. If you have questions, please email your question to: taxclientsupport@taxidentity.com. **Please Note - You are not eligible to earn any Winners Circle rewards for any reason until you have correctly entered your W-9 information in the Tax Identity Solutions portal.**