

# VIRTUAL SINGLE SAILOR PROGRAM

## FREE Wi-Fi? How Are We Doing? Mid-Pilot Survey

Your Navy is committed to improving Quality of Service (QOS). As a result, a pilot program for free Wi-Fi was implemented at 12 permanent party UH buildings at NSN, NNSY, and NSAHR-Portsmouth. We are just about halfway through the pilot. Let us know what you think about the FREE Wi-Fi!

MWR and NEXCOM will execute a voluntary survey from 3 through 17 May 2024. Residents at selected UH buildings will have the opportunity to submit feedback about pilot program. This will help determine future free and subsidized Wi-Fi service. QR codes to access the survey will be posted in common areas and placed under residents doors enabling them to easily complete the survey on their smart device in less than 5 minutes.

## Still Need To Get Connected To FREE Wi-Fi?

- The Navy is piloting a Navy-funded Wi-Fi service in the building in which you reside.
- The free Wi-Fi service is available by selecting the goWiFi SSID from your Wi-Fi menu at speeds of 30 Mbps download and 5 Mbps upload speed for EACH of your devices.
- You will have the option to upgrade speed at the following “buy up” rates:
  - 60 Mbps/5 Mbps  
Weekly: \$10 (on demand) | Monthly: \$20 (limited to 5 devices)
  - 100 Mbps/10 Mbps  
Weekly: \$15 (on demand) | Monthly: \$30 (limited to 5 devices)
- The free and buy-up service will be filtered exactly as patron access Wi-Fi is filtered today in all MWR facilities (criminal skills and hacking, illegal download sites, mature content (including self-harm), gambling, nudity, pornography/sex). Therefore, you can “opt out” of free or subsidized Wi-Fi for unfiltered service at the following rates:
  - 10 Mbps/3 Mbps  
Weekly: \$19.95 (on demand, limited to 1 device)
  - 30 Mbps/5 Mbps  
Weekly: \$34.95 (on demand, limited to 1 device) | Monthly: \$49.95 (limited to 3 devices)
  - 60 Mbps/5 Mbps  
Monthly: \$59.95 (limited to 5 devices)
  - 100 Mbps/10 Mbps  
Monthly: \$79.95 (limited to 5 devices)
- For those receiving Wi-Fi service via a non-Viasat provider, you may keep your current provider if you so choose, or you can cancel your subscription. Please check with your current provider for termination policies.
- Already signed up for the FREE or subsidized service, be sure to take the survey via the QR code on the front and let us know how it’s going.

If you experience any issues or have account questions, please contact Viasat at 888-339-7150, [wifisupport@viasat.com](mailto:wifisupport@viasat.com) or <https://support.gowifinavy.wifi.viasat.com/>.

