

## mini-VSAT Broadband

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### Flex Airtime Rate Plan Change Policies<sup>1</sup>

MOVE FROM ▼	TO ▶	Open (OP) Plan Type	Open-Flex (OP-XX-F) Plan Type	Metered (M) Plan Type	Metered-Flex (M-XX-F) Plan Type
Open (OP) Plan Type		Move to <b>ANY</b> plan <sup>2</sup>	⊖	⊖	⊖
Open-Flex (OP-XX-F) Plan Type		Move to <b>ANY</b> plan <sup>3</sup>	Move to <b>ANY</b> plan <sup>2</sup>	⊖	⊖
Metered (M) Plan Type		Move to <b>ANY</b> plan <sup>3</sup>	Move to <b>ANY</b> plan <sup>3</sup>	Move to <b>ANY</b> plan <sup>2</sup>	⊖
Metered-Flex (M-XX-F) Plan Type		Move to <b>ANY</b> plan <sup>3</sup>	Move to <b>ANY</b> plan <sup>3</sup>	Move to <b>ANY</b> plan <sup>3</sup>	Move to <b>ANY</b> plan <sup>2</sup>

<sup>1</sup> A fee of \$100 applies for each Plan change. “Plan Type,” changes are only permitted at contract renewal, and require a new airtime contract; contact KVH Airtime Services for details.

<sup>2</sup> For the first 90 days of the initial contract term, subscriber is permitted to move up and down between rate plans *within* their Plan Type at the start of each month period without charge, to allow time for subscriber to determine the plan most appropriate for their usage needs. After 90 days, KVH standard rate plan change policies go into effect.

<sup>3</sup> Changing “Plan Type,” requires a new airtime contract; contact KVH Airtime Services for details.

### Service Suspension Policies

- Suspension is permitted for 1-month increments with NO minimum or maximum limit for Flex Plans only.
- Fees for remote diagnostics and monitoring service, GlobalCare, KVH OneCare™ Technical Assistance Package, VoIP lines, and fax server remain in effect during the suspension period.
- A \$100 fee applies for each rate plan service suspension and for each rate plan service reactivation and each requires the submission of a “Flex Airtime Rate Plan Change & Suspension Form”.
- IP-MobileCast is not available with Flex Plans.

FM\_LMVB\_FLEX\_RatePlan\_Change/Suspension\_Policies\_Order Form\_B.8.17

### KVH Airtime Services Worldwide

**Email: [satelliteservices@kvh.com](mailto:satelliteservices@kvh.com)**

**Fax: +1 401.851.3823**

**Europe & Middle East**

Tel: +45 45 160 197  
Hours: 05:00 – 23:00 (CET)

**North & South America**

Tel: +1 401.847.3327  
Hours: 23:00 – 17:00 (ET)

**Asia**

Tel: +65 31584084  
Hours: 12:00 – 06:00 (SGT)

**U.S. & Canada**

Tel: 866.399.8509 (toll-free)  
Hours: 23:00 – 17:00 (ET)

KVH Industries A/S  
EMEA Headquarters  
Kokkedal, Denmark

KVH Industries, Inc.  
World Headquarters  
Middletown, RI U.S.A.

KVH Industries Pte Ltd.  
Asia-Pacific Headquarters  
Singapore

**mini-VSAT Broadband System:** TracPhone  V11IP  V11  V7IP  V7  V3IP  V3

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All fields required unless noted otherwise

**Subscriber/Company:** \_\_\_\_\_ KVH Airtime Account No.: \_\_\_\_\_

Vessel Name: \_\_\_\_\_ Modem IP Address<sup>1</sup>: \_\_\_\_\_

**Change Airtime Rate Plan**

<b>CURRENT Plan:</b>	Airtime Plan: _____ \$ _____ /mo.
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**Choose your NEW requested Airtime Rate Plan:<sup>2</sup>**

Open Rate Plans <sup>3</sup>	Open-Flex Rate Plans <sup>3</sup>	Metered Rate Plans <sup>3</sup>	Metered-Flex Rate Plans <sup>3</sup>	Fixed Rate Plans <sup>4</sup>
<input type="checkbox"/> OP2K \$799/mo.	<input type="checkbox"/> OP2K-F \$1,199/mo.	<input type="checkbox"/> M50 \$49/mo.	<input type="checkbox"/> M50-F \$99/mo.	<input type="checkbox"/> FX1 \$1,199/mo.
<input type="checkbox"/> OP5K \$999/mo.	<input type="checkbox"/> OP5K-F \$1,499/mo.	<input type="checkbox"/> M250 \$249/mo.	<input type="checkbox"/> M250-F \$499/mo.	<input type="checkbox"/> FX2 \$1,999/mo.
<input type="checkbox"/> OP10K \$1,799/mo.	<input type="checkbox"/> OP10K-F \$2,499/mo.	<input type="checkbox"/> M500 \$499/mo.	<input type="checkbox"/> M500-F \$749/mo.	<input type="checkbox"/> FX3 \$2,999/mo.
<input type="checkbox"/> OP20K \$2,999/mo.	<input type="checkbox"/> OP20K-F \$3,999/mo.	<input type="checkbox"/> M2000 \$999/mo.	<input type="checkbox"/> M2000-F \$1,499/mo.	<input type="checkbox"/> FX4 \$4,999/mo.
<input type="checkbox"/> OP40K \$4,799/mo.	<input type="checkbox"/> OP40K-F \$5,999/mo.	<input type="checkbox"/> Other \$ _____ /mo.	<input type="checkbox"/> Other \$ _____ /mo.	<input type="checkbox"/> FX5 \$7,999/mo.
<input type="checkbox"/> OP80K \$8,799/mo.	<input type="checkbox"/> Other \$ _____ /mo.			<input type="checkbox"/> FX6 \$15,999/mo.
<input type="checkbox"/> OP150K \$14,999/mo.				<input type="checkbox"/> Other \$ _____ /mo.
<input type="checkbox"/> Other \$ _____ /mo.				Up: _____ Down: _____

<b>Requested new Rate Plan start date:</b> (MM/DD/YYYY) _____	<b>Promo Code:</b> _____
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<sup>1</sup> Modem IP address can be accessed from the ACU's front panel under the menu item "MODEM", or is printed on your monthly airtime service invoice.  
<sup>2</sup> A \$100 fee applies for any rate plan change except within the first 90 days of the initial contract term. If new plan requested is a change in PLAN TYPE (i.e., Metered to Fixed, Open to Open-Flex, etc.), a new Airtime contract is required. See page 1 of this document for details, or contact KVH Airtime Services.  
<sup>3</sup> Plus any MBs over plan allotment & Enhanced Voice Service charges that may apply.  
<sup>4</sup> Plus any Enhanced Voice Service long distance charges that may apply.

**Airtime Service Suspension**     **Airtime Service Reactivation**

<b>Requested Service Date:</b> (MM/DD/YYYY) _____	Of: <input type="checkbox"/> <b>Airtime Plan</b> <input type="checkbox"/> <b>Airtime Plan &amp; IP-MobileCast*</b>
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\* An IP-MobileCast™ Change & Suspension Form must be filled out in addition to this Flex Airtime Rate Plan Change & Suspension Form.  
A \$100 fee applies for each rate plan service suspension and for each rate plan service reactivation.  
A \$50 fee applies for each IP-MobileCast service suspension and for each IP-MobileCast service reactivation.

<p>Email/fax this completed form to the KVH Airtime Group:  <b>satelliteservices@kvh.com</b>  <b>Fax: +1 401.851.3823</b></p>	<p><b>Subscriber/Subscribing Company Rep./Authorized Rep.:</b>  <b>Name:</b> (PRINT) _____ <b>Date:</b> _____  <b>Signature:</b> _____  Your signature indicates that you have read, understand, and accept the KVH mini-VSAT Broadband Flex Airtime Rate Plan Change &amp; Suspension Policies and Fees.</p>
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