

## Airtime Rate Plan Change Policies

- \$100 fee applies for each downward plan change, except during the first 90 days of the initial contract to allow subscriber to determine the plan most appropriate for their usage needs.
- Plan changes are only permitted if a subscriber's account is paid "current".
- Plan changes must be submitted by Subscriber or an Authorized Representative to the email address or fax number below.

## Available Plan Changes:

	PLAN TYPE	CHANGE TO...
STANDARD PLANS	Fixed (FX)	<ul style="list-style-type: none"> <li>• An FX plan with a higher monthly data plan allotment and the same or different BMC interval</li> <li>• The same FX plan with a different BMC interval</li> <li>• An OP plan with the same or higher monthly data plan allotment (requires a new airtime contract)</li> </ul>
	Open (OP)	<ul style="list-style-type: none"> <li>• Any OP plan</li> <li>• An FX plan with the same or higher monthly data plan allotment (requires a new airtime contract)</li> </ul>
	Metered (M)	<ul style="list-style-type: none"> <li>• Any M plan</li> <li>• Any OP, OP-F, or FX plan (requires a new airtime contract)</li> </ul>
FLEX PLANS	Open-Flex (OP-F)	<ul style="list-style-type: none"> <li>• Any OP-F plan</li> <li>• Any OP plan (requires a new airtime contract)</li> </ul>
	Metered-Flex (M-F)	<ul style="list-style-type: none"> <li>• Any M-F plan</li> <li>• Any OP, OP-F or M plan (requires a new airtime contract)</li> </ul>
AGILEPLANS	V7IP AgilePlans (V7-AP)	<ul style="list-style-type: none"> <li>• Any V7-AP plan</li> </ul>
	V7IP Pooled AgilePlans (V7-AP-P)	<ul style="list-style-type: none"> <li>• Any V7-AP-P plan</li> </ul>
	V11IP AgilePlans (V11-AP)	<ul style="list-style-type: none"> <li>• Any V11-AP plan</li> </ul>
	V11IP Pooled AgilePlans (V11-AP-P)	<ul style="list-style-type: none"> <li>• Any V11-AP-P plan</li> </ul>
OTHER	mini-VSAT Broadband/ Iridium OpenPort Bundles	<ul style="list-style-type: none"> <li>• Plan changes are not permitted</li> </ul>

## Airtime Service Suspension Policies

### General

- Suspension requests must be submitted via email or in writing by Subscriber or an Authorized Representative to the email address or fax number below.
- During suspension periods, fees for remote diagnostics and monitoring service, KVH OneCare™ Technical Assistance Package, VoIP lines, fax server, CommBox, and static IP (if applicable) remain in effect.
- \$100 fee applies for each rate plan service suspension and reactivation.
- Service suspension is only permitted if a subscriber's account is paid "current".
- Contract termination is not permitted during a suspension period.
- IP-MobileCast service (if applicable) will automatically suspend with airtime service suspension and automatically reactivate at end of airtime service suspension. IP-MobileCast content not received during suspension will not be retransmitted.

### Additional Terms for Standard FX, OP and M Plans

- An initial contract term of at least 24 months includes the ability to suspend service during the initial term for 1-month increments for no more than three months every 12 months of service.
- With an initial contract term of 12 months, suspension is not available.
- During contract renewal terms, suspension is available in 1-month increments for no more than 3 months every 12 months of service.

### Additional Terms for Flex Plans

- Suspension is available in 1-month increments with no minimum or maximum limit.

### Additional Terms for VIP-series AgilePlans™

- Suspension is available in 1-month increments with no minimum or maximum limit.
- VoIP-only Suspension Plan fee applies:
  - \$399/month for TracPhone V7IP
  - \$999/month for TracPhone V11IP
- Enhanced Voice Service remains active; however, all included AgilePlans IP-MobileCast crew welfare training & operations content and services will be suspended.

**Submit requests to:**  
 Email: [airtimeservices@kvh.com](mailto:airtimeservices@kvh.com) or Fax: +1 401.851.3823