

CommBox Edge Paywall

Quick Start Guide



The following instructions explain how to get started with the CommBox™ Edge Paywall service by making Payable plans available to vessel users who connect to the captive access network and using Stripe to process payments.

IMPORTANT!

These instructions assume a captive access network is already set up on the vessel(s) that require Paywall service. For details about establishing a captive access network, refer to the documentation at <https://kvh.scrollhelp.site/kb/> and the YouTube video titled [CommBox Edge: Controlling Data Usage with User Allocations](#).

Before You Begin

Consider the following requirements before starting a Paywall configuration on your vessel(s):

- If the WAN profile used by the captive access network includes a Starlink connection, Priority Overage or Automatic Top-ups must be enabled on the Starlink system to ensure a consistent user experience. *You can check the current setting in KVH Manager.*
- A vessel cannot offer a mix of Payable plans and non-Payable plans. Therefore, if you already have a captive access network set up on the vessel, you will need to edit any existing plans that you would like to keep and convert them to Payable plans. *You can create a free Payable plan by setting its price to zero.*
- Designate a Stripe account administrator who will set up payment methods and manage payouts to your company's bank account(s). *CommBox Edge Paywall service uses the Stripe platform to process payments.*

TIME OF USAGE UPDATE	2026-06-29 15:44 UTC
DATA PLAN	1TB Global Priority
MONTHLY ALLOWANCE	1000.0 GB Priority Data
PRIORITY OVERAGE	OPTED IN Usage Help

User Experience

When vessel users connect to the captive access network and log in (or they create a new account if Self Signup is enabled), they will be asked to purchase a plan to access the Internet. When they select **Purchase** next to the desired option, they are redirected to the Stripe payment portal to provide their payment details (e.g., credit card information).

Note: If the user selects a free plan, they will just need to provide an email address.

The image shows two side-by-side screenshots. The left screenshot is from the 'Crew Hotspot' app, displaying 'Available Plans' under the 'Active Plan' tab. It lists three plans: 'Free Messaging Only' (100MB, 1 Month), '2GB Monthly' (\$5.00, 2GB, 1 Month), and '5GB Monthly' (\$10.00, 5GB, 1 Month). Each plan has 'View Details' and 'Purchase' buttons. The right screenshot is the Stripe payment page for the '5GB Monthly' plan. It shows the price as '\$10.00' and a '\$5 back' discount. The user has entered an email address 'email@example.com'. Under 'Payment method', 'Card' is selected. Card information includes a masked card number '1234 1234 1234 1234', MM/YY, CVC, and cardholder name. The country is set to 'United States'. At the bottom, there is a 'Pay' button and a note: 'By paying, you agree to Link's Terms and Privacy.' The footer says 'Powered by stripe | Terms | Privacy'.

Technical Support

Within Continental U.S.A.: 1 866 701-7103, Worldwide: +1 401 851-3806

Email: help@kvh.com

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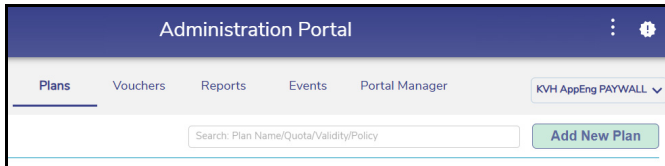
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Creating Payable Plans

Create your Payable plans at the Captive Access Network (CAN) Administration Portal.

1. Log into the CAN Administration Portal at <https://access.captive.k4mobility.com>.
2. Select **Plans** from the menu. Then select **Add New Plan**.

Note: You may also edit an existing plan.



3. Set up the plan just as you would a standard plan. The Quota is the amount of Internet data allocated to the user when they purchase the plan.

 A screenshot of the 'Edit Plan - 5GB Monthly' form. The form has two tabs: 'Config' and 'Top-up'. Under the 'Config' tab, there are several fields: 'Is this the Default Plan for Admin created Users?' with radio buttons for 'No' (selected) and 'Yes'; 'Plan Name' set to '5GB Monthly'; 'Duration' set to 'Monthly'; 'Starts on day' set to '1' of the month; 'WAN Type' set to 'All'; 'Quota' set to '5' GB; and 'Device Traffic Policy / Identity Rule' set to 'Crew Access'.

4. Select **Advanced Settings**.
5. Set "Payable Plan" to **Yes**. Then set a price in your preferred currency. *To set up a free plan, simply set the price to 0 (zero).*

 A screenshot of the 'Advanced Settings' form. It includes fields for 'Overage Plan' (radio buttons for 'No' and 'Yes'), 'Payable Plan' (radio buttons for 'No' and 'Yes', with 'Yes' selected), 'Price' (set to '10' USD), 'Max Purchases Allowed' (set to 'NA'), 'Inactivity Timer' (set to '30 mins'), and 'Session Timer' (set to '4 hrs'). A note below the price field states '*No additional tax applicable'.

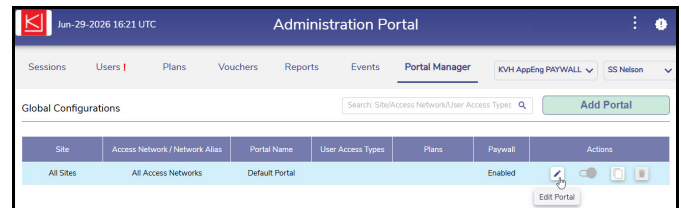
6. Enter values for Inactivity Timer and Session Timer, if applicable. *These settings are recommended to protect users who might forget to log out.*
7. Select **Submit** to save the plan.
8. Repeat this process to set up any additional plans.

Configuring the Captive Access Portal

Now you can make your new plans available to users on the captive access portal.

1. Select **Portal Manager** from the menu.
2. If you have an existing portal configuration, select **Edit Portal**. If you need to create a new portal configuration, select **Add Portal**.

Note: You can set up site-specific portals to offer different plans to different vessels.



3. At the Plans page, select the plans to make available to users. If Self Sign Up is enabled, be sure to select plans for Self Sign Up Users.

Note: With Self Signup, users create their own accounts when they connect to the captive access network.

 A screenshot of the 'Edit Portal' form. It has a sidebar with sections: 'Portal Config', 'Global Config', 'Self Signup Page', 'Anonymous Signup Page', 'Plans Page', and 'Portal Branding'. The 'Plans Page' is selected. It contains two sections: 'Plan(s) - for Admin created Users' and 'Plan(s) - for Self Sign Up Users'. Each section has a 'Name' field and a 'Plan(s)' dropdown menu. The 'Plan(s)' dropdowns are expanded, showing options: 'Free Messaging Only', '12GB Monthly', '2GB Monthly', '5GB Monthly', and 'Free Messaging Only'.

4. Select **Save** when you're done configuring the portal.

Stripe Account Settings

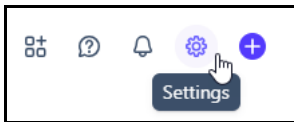
Your Stripe Administrator can access your company's Stripe account at <https://dashboard.stripe.com>.

Product Catalog

When Payable plans are created in the CAN Administration Portal, they are automatically added to the Product Catalog in your Stripe account.

Name	Pricing	Product category	Created	Updated
12GB Monthly	\$20.00 USD	Preset: General - Electronically Supplied Services	Jun 24	Jun 24
5GB Monthly	\$10.00 USD	Preset: General - Electronically Supplied Services	Jun 24	Jun 24
2GB Monthly	\$5.00 USD	Preset: General - Electronically Supplied Services	Jun 24	Jun 24
Free Messaging Only	\$0.00 USD	Preset: General - Electronically Supplied Services	Jun 24	Jun 24

In addition to verifying plans and viewing billing records, your Stripe administrator can access various settings that control how payments are processed.



Payment Methods

Choose from among the dozens of available payment methods to accept from users.

Payment method	Type	Status
Cards	Cards	Enabled
Amazon Pay	Wallet	Enabled
Apple Pay	Wallet	Enabled
Google Pay	Wallet	Enabled

Bank Accounts and Currencies

Specify the bank account(s) that will receive payouts generated from plan purchases, and set the currency and schedule for these payouts.

Branding

Apply your company's logo and color scheme to the user-facing payment portal.

These are just a few of the account settings you may change. Refer to comprehensive documentation at <https://docs.stripe.com> for more information.