

AgilePlans® by KVH

Decommissioning Checklist

Follow the steps below to decommission the equipment and return it to KVH. The TracPhone® antenna and ICM (Integrated CommBox Modem) must be returned, along with any of the following optional equipment included with your subscription: Iridium Pilot® ADE (Above Decks Equipment) and BDE (Below Decks Equipment), SAILOR® 4300 for Iridium Certus® ADU (Above Deck Unit) and BDU (Below Deck Unit), Media Server, and Set-top Box(es). Antenna cables do NOT need to be returned. All other cables, as well as any remotes, power supplies, or other accessories supplied by KVH, must be returned with the equipment. A complete list of items is provided in the reshipping instructions (available at www.kvh.com/agileplansreship).

IMPORTANT! You will continue to be billed the monthly subscription fee until the equipment arrives at KVH in good working condition. You are responsible for all costs related to deinstalling, packing, and shipping the equipment. See the service agreement terms and conditions for details.

1 Notify your KVH Account Manager

Email your KVH Account Manager to submit a cancellation order. If you don't have your Account Manager's contact information, email KVH's Service Delivery Group at servicedeliverygroup@kvh.com.

2 Coordinate with KVH's Service Delivery Group

KVH's Service Delivery Group will contact you to provide your return material authorization (RMA) number and offer assistance with the remaining steps. At this time, if you did not save all of the original packaging for the equipment, order a reshipping kit and arrange its delivery (*V7-HTS and V11-HTS antenna models only*). Please specify components you need packaging for. You are responsible for the cost of the kit and its shipment to your location.

3 Deinstall the Equipment

Safely remove the equipment from the vessel, being careful not to damage it. KVH recommends that you hire a KVH-certified technician to perform this task. You are responsible for the full cost of deinstallation.

4 Pack the Equipment

To help ensure the equipment arrives at KVH undamaged, follow the reshipping instructions provided by KVH (available at www.kvh.com/agileplansreship). You are responsible for the secure packing of the equipment.

5 Ship the Equipment to KVH

Ship the equipment to KVH at the address provided by KVH's Service Delivery Group. If the antenna is a V7-HTS or V11-HTS, use Incoterms DDP for shipping. If the antenna is a V3-HTS, use your own freight collect account by parcel. You are responsible for the full cost of shipment, including any tariffs, duties, taxes, and warehousing incurred to return the product to KVH's headquarters in Middletown, RI.

KVH will inspect the equipment upon receipt. If everything is undamaged and in good working order, your subscription account will be closed and no further charges will apply. If the equipment is damaged and/or does not function normally, you will be notified and billed for the cost of repairs.