

AgilePlans® by KVH

Decommissioning Checklist



Follow these steps to decommission the equipment and return it to KVH. All equipment included with your subscription must be returned, such as the TracPhone® or TracNet™ antenna and below deck unit, Starlink™ antenna and below deck equipment, Intellian® OneWeb antenna and CNX, Thales® VesseLINK™ or SAILOR® 4300 for Iridium Certus® ADU and BDU, Iridium Pilot® ADE and BDE, and/or CommBox™ Edge. Antenna cables do NOT need to be returned. All other cables, as well as 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 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 Agile Orders Group at agileplansorders@kvh.com.

2 Coordinate with KVH's Agile Orders Group

KVH's Agile Orders Group will contact you to provide your return material authorization (RMA) number and offer assistance with the remaining steps.

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 Agile Orders Group. If the antenna is a H60, H90, V7-HTS, V11-HTS, Starlink, or Intellian OneWeb, use Incoterms DDP for shipping. If the antenna is an H30, V30, Coastal, or 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.