

# KVH Airtime Activation Service Order

## Inmarsat



### 1. Subscriber Information

Account Type:	<input type="checkbox"/> New <input type="checkbox"/> Existing	KVH Account No.:	
Subscribing Company Name:			
Address:			
City:		State/Province/Territory:	
Postal/Zip Code:		Country:	
Fleet Name(s):			
<b>Subscriber Contact</b>			
Contact First/Given Name:		Contact Last/Surname/Family Name:	
Email:		Phone No.:	
Company Name: (if applicable)			
Address:	<input type="checkbox"/> Same as Subscribing Company		
City:		State/Province/Territory:	
Country:		Postal/Zip Code:	
Role: (if applicable)		Job Title: (if applicable)	
Also Designated as:	<input type="checkbox"/> Billing Point of Contact <input type="checkbox"/> Invoice Recipient (via email)		

### 2. Billing Information

**\*REQUIRED**

Same As:	<input type="checkbox"/> Subscriber Contact		
Addressee First/Given Name:		Addressee Last/Surname/Family Name:	
Addressee Email:		Phone No.:	
Company Name: (if applicable)			
Address:			
City:		State/Province/Territory:	
Country:		Postal/Zip Code:	

### 3. Payment Method

<input type="checkbox"/> <b>Credit Card</b> (Cards Accepted: Mastercard, Visa, American Express, Discover)			
Primary Credit Card No.:		Primary Credit Card Expiration Date:	
Secondary Credit Card No.:		Secondary Credit Card Expiration Date:	
<input type="checkbox"/> <b>Commercial Account Terms</b>			
<input type="checkbox"/> Use Existing Commercial Account			
<input type="checkbox"/> Request Credit Terms (Subject to credit check; allow 72 hours to process. Download <a href="#">Customer Credit Application</a> )			

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### 4. Contacts

**\*REQUIRED:** At least one contact designated as an Onboard Contact and as a System Support Contact.

#### Authorized Representatives Permissions

Authorized Representatives listed on this form have full right, power, and authority to act on the Subscriber's behalf with respect to the account, including permission to receive, view, and access all account and usage-related information, and make changes to the account but not appoint additional Authorized Representatives. For details, visit [www.kvh.com/accountpermissions](http://www.kvh.com/accountpermissions). To add additional or change existing Authorized Representatives, submit the [Account Administration Form](#).

Contact 1			
Authorized As:	<input type="checkbox"/> Authorized Representative <input type="checkbox"/> Onboard Contact	<input type="checkbox"/> Billing Point of Contact <input type="checkbox"/> System Support Contact	<input type="checkbox"/> Invoice Recipient (via email) <input type="checkbox"/> Installation Support Contact
First/Given Name:		Last/Surname/Family Name:	
Company Name:			
Email:		Phone:	
State/Province/Territory:		Country:	
Role:		Job Title:	

Contact 2			
Authorized As:	<input type="checkbox"/> Authorized Representative <input type="checkbox"/> Onboard Contact	<input type="checkbox"/> Billing Point of Contact <input type="checkbox"/> System Support Contact	<input type="checkbox"/> Invoice Recipient (via email) <input type="checkbox"/> Installation Support Contact
First/Given Name:		Last/Surname/Family Name:	
Company Name:			
Email:		Phone:	
State/Province/Territory:		Country:	
Role:		Job Title:	

Contact 3			
Authorized As:	<input type="checkbox"/> Authorized Representative <input type="checkbox"/> Onboard Contact	<input type="checkbox"/> Billing Point of Contact <input type="checkbox"/> System Support Contact	<input type="checkbox"/> Invoice Recipient (via email) <input type="checkbox"/> Installation Support Contact
First/Given Name:		Last/Surname/Family Name:	
Company Name:			
Email:		Phone:	
State/Province/Territory:		Country:	
Role:		Job Title:	

Contact 4			
Authorized As:	<input type="checkbox"/> Authorized Representative <input type="checkbox"/> Onboard Contact	<input type="checkbox"/> Billing Point of Contact <input type="checkbox"/> System Support Contact	<input type="checkbox"/> Invoice Recipient (via email) <input type="checkbox"/> Installation Support Contact
First/Given Name:		Last/Surname/Family Name:	
Company Name:			
Email:		Phone:	
State/Province/Territory:		Country:	
Role:		Job Title:	

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### 5. Installation

Vessel Name:		Flag:	
MMSI:		IMO No.:	
Commercial Vessel Type:		Leisure Vessel Type:	
Vessel Length:		<input type="checkbox"/> ft <input type="checkbox"/> m	Vessel Email:

### 6. Installer Information

<input type="checkbox"/> <b>KVH Authorized Dealer/Distributor</b>			
Company Name:		Company Phone No.:	
Contact Name:			
State/Province/Territory:		Country:	
<input type="checkbox"/> <b>At Factory (by vessel/vehicle manufacturer)</b>			
Manufacturer:			
<input type="checkbox"/> <b>Self</b>			
<input type="checkbox"/> <b>Prior Owner</b>			

### 7. System & Rate Plan Information

Inmarsat FleetBroadband			
System Information			
System:	<input type="radio"/> TracPhone FB500 <input type="radio"/> TracPhone FB250 <input type="radio"/> TracPhone FB150		
Antenna Serial No.:		KVH BDU Serial No.:	
SIM Card No.:	8987		
Airtime Rate Plan			
PLAN	\$/MONTH	\$/MB OVER PLAN	
<input type="checkbox"/>			
Streaming Plans for TracPhone FB500 (optional)			
SPEED	\$/MINUTES	SPEED	\$/MINUTES
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	

Inmarsat Fleet One				
System Information				
System:	TracPhone Fleet One	SIM Card No.:	8987	
Antenna Serial No.:		KVH BDU Serial No.:		
Airtime Rate Plan				
PLAN	\$/MONTH	DATA	VOICE	\$/MB OVER PLAN
<input type="checkbox"/>				
<input type="checkbox"/>				



8. Contract Details

Terms of Contract			
<input type="checkbox"/> <b>Purchased Hardware</b> , month-to-month			
<input type="checkbox"/> <b>Leased Hardware</b> <i>Term of the Airtime Contract must be concurrent with, and extend to, the end of the lease period.</i>		Length of Lease (months):	
Service Start Date			
Requested Service Start Date:		Promotion Code: (if applicable)	
Customer Code: (if applicable)		Pre-activation Date: (for KVH use only)	

# KVH Airtime Activation Terms & Conditions



## General / Airtime Services

- All services and plans are subject to the KVH Master Services Agreement.
- KVH global HTS network published throughput data rates are rate plan maximums and may vary in different regions and under different conditions. Service reception may be affected by environmental or operational conditions and uninterrupted availability is not guaranteed.
- High-Speed Plans on TracNet H60 and H90 and HTS-Unlimited Use Plans on TracPhone V30 and V3-HTS automatically shift to the shaped data rate when the plan allowance has been used; the data rate will revert to high-speed on the first day of the following month. If data usage significantly exceeds the data allotment for consecutive months, upgrading to a higher plan may be required to maintain service.
- Pooling of TracNet H30, H60, or H90 High-Speed Metered, TracPhone V7-HTS or V11-HTS High-Speed, or TracPhone V30 or V3-HTS Metered Plans requires a minimum of 10 vessels, all of which must have the same antenna type and subscribe to the same plan. They must be billed on the same corporate account. Each vessel contributes the data allotments included in their plan to share among members of the pool. Charges and data allotments for mid-month additions and terminations are prorated.
- KVH must secure a license from the Brazilian regulator, ANATEL, on behalf of each KVH global HTS network Subscriber operating a vessel in Brazil territorial waters. The license application process includes the payment of two fees by KVH, one for the Annotation of Technical Responsibility (ART) (currently in an amount of approximately BRL 70) and another for the Installation Inspection Fee (currently in the amount of BRL 3,352). Subscriber will reimburse the amounts paid by KVH in equivalent USD, which will be included in the invoice(s) that follow ANATEL's licensing. Assuming prompt completion of the Installation Inspection, the issuance of the license by ANATEL is expected to occur approximately thirty (30) days following Subscriber's delivery of this Service Order to KVH, duly completed, and executed by the Subscriber.

## Suspension and Plan Changes

- Refer to [www.kvh.com/airtimeresources](http://www.kvh.com/airtimeresources) for complete suspension and plan change policies.

## AgilePlans

- Terminal Equipment included in AgilePlans:
  - AgilePlans ONE H30:** TracNet H30 Hybrid (VSAT, Cellular, Wi-Fi) Antenna w/TracNet Hub+ Belowdeck Unit (BDU); Iridium backup system (if applicable), Firewall Service terminal (if applicable), and one 15 m (50 ft) RG58 coaxial cable.
  - AgilePlans ONE H60:** TracNet H60 Hybrid (VSAT, Cellular, Wi-Fi) Antenna w/TracNet Hub+ Belowdeck Unit (BDU); Iridium backup system (if applicable), Firewall Service terminal (if applicable), and one 30 m (100 ft) RG58 coaxial cable.
  - AgilePlans ONE H90:** TracNet H90 Hybrid (VSAT, Cellular, Wi-Fi) Antenna w/TracNet Hub+ Belowdeck Unit (BDU); Iridium backup system (if applicable), Firewall Service terminal (if applicable), and one 30 m (100 ft) RG58 coaxial cable.
  - AgilePlans Regional:** TracPhone V30 or V3-HTS Ku-band Antenna w/Belowdeck Unit (BDU); Iridium backup system (if applicable), and Firewall Service terminal (if applicable). Cables: TracPhone V30 – one 15 m (50 ft) coaxial cable; TracPhone V3-HTS – two 30 m (100 ft) RF cables and power/data cable and one 30 m (100 ft) NMEA cable.
  - AgilePlans Global V7-HTS:** TracPhone V7-HTS Ku-band Antenna, Integrated CommBox Modem (ICM); Iridium backup system (if applicable), and Firewall Service terminal (if applicable). Cables: two 30 m (100 ft) RF cables and power/data cable(s), one 30 m (100 ft) NMEA cable; longer cables available for purchase.
  - AgilePlans Global V11-HTS:** TracPhone V11-HTS Ku-band Antenna, Integrated CommBox Modem (ICM); Iridium backup system (if applicable), and Firewall Service terminal (if applicable). Cables: two 30 m (100 ft) RF cables and power/data cable(s), one 30 m (100 ft) NMEA cable; longer cables available for purchase.
- AgilePlans subscriptions include shipping and standard installation subsidies listed below. Refer to [www.kvh.com/agileports](http://www.kvh.com/agileports) terms for complete shipping and installation terms. Subscriber is responsible for amounts exceeding the allowance, which will be separately invoiced to Subscriber.

AgilePlans Hardware	Shipping Allowance	Install Allowance
TracNet H30, TracPhone V30	\$500	\$500
TracNet H60, TracPhone V7-HTS	\$1,000	\$1,000
TracNet H90, TracPhone V11-HTS	\$1,500	\$1,500
Iridium Certus Backup System	\$300	\$300
KVH Firewall Service Terminal	\$300	\$0

- KVH reserves the right to ship equivalent hardware based on the product availability and customer service requirements. The antenna included for Iridium Certus VesseLINK 700 / Cobham Sailor 4300 AgilePlans service will be at KVH's discretion.
- AgilePlans Terminal Equipment returns must be shipped to KVH Field Service at 75 Enterprise Center, Middletown, Rhode Island 02842, USA, in accordance with the "AgilePlans Decommissioning Checklist" and "AgilePlans Reshipping Instructions," each as published and made available by KVH to Subscriber at [www.kvh.com/agileresources](http://www.kvh.com/agileresources).

## Third Party Terminals

- Certain services, including, but not limited to, intelligent connection switching, Integrated Cellular Service, KVH Link, Crew Internet, and certain other KVH Value Added Services are not supported on Third Party Terminals.
- Third Party Terminals require the purchase of an MTA belowdeck adapter to support KVH Enhanced Voice Services.
- OneCare Technical Assistance Packages do not apply to Third Party Terminals.

## Integrated Cellular Service

- Integrated KVH Cellular Service is activated automatically when Airtime Services are activated on all KVH TracNet Terminals, absent subscriber request to cancel.
- Both the monthly plan charge and overage charges in Tier 1, Tier 2, and Tier 3 Zones up to a maximum of 100GB per month are free of charge for the first two months of service and then will be billed on a monthly basis thereafter.

## Enhanced Voice Service

- All KVH global HTS network airtime rate plans include Enhanced Voice Service subject to per minute calling rates detailed in the "KVH Enhanced Voice Service Long Distance Rate Sheet" at [www.kvh.com/airtimeresources](http://www.kvh.com/airtimeresources). Select countries and satellite phone services are blocked.
- User specified and virtual local phone numbers are subject to availability and in-country regulations.

## KVH Cloud Email

- Storage capacity for each email account is limited to 10GB.
- Inbound emails are limited to 5MB; attachments are limited to 10MB.

## CommBox Service Terms

- CommBox functionality shall be enabled within seven (7) days from activation date.
- A one-time setup fee for CommBox includes one vessel; each additional vessel has an additional setup fee. The one-time setup fee will be invoiced upfront following KVH's acceptance of the Service Order, less an amount equal to one additional setup fee, which will be included on the Airtime Service invoice. The additional setup fees will also be included on Airtime Service invoices.
- A 500MB or higher airtime plan is required to enable CommBox services.

## Iridium Backup

- Subscription term must match term of mini-VSAT Broadband service contract.
- Incoming calls using the Iridium service are not charged to the vessel.
- Iridium Certus service automatically shifts to a shaped data rate of 16/16 Kbps after 1GB has been used; the data rate will revert to the advertised data rate on the first day of the following month.

## KVH Link

- TracNet Hub+ is required to receive KVH Link service on TracNet H60 and TracNet H90.
- Entertainment content prices are per month for vessels carrying up to 50 people. For larger crews, contact KVH.
- Service provides unlimited access to all content onboard.
- Content may be viewed on personal devices including smartphones, tablets, and PCs.
- TV viewing requires a KVH Link Set-top Box.
- Certain packages, services, pricing, and offers are subject to change and may not be available or may vary for certain markets and vessel types. Additional restrictions may apply. Contact KVH's sales team for details.
- FORECASTlink and CHARTlink require a license and/or subscription from the provider. Subscriber to obtain at own expense.
- Operations content and pricing are subject to change. Additional restrictions may apply.

## Extended Warranty

- Refer to [KVH OneCare 2-Year/2-Year Limited Warranty Statement with Extended Warranty Option](#) for terms of Extended Warranty.
- Extended Warranty pricing is valid for thirty (30) days from date of Activation. For additional pricing, see the [KVH OneCare Global Extended Warranty Price List](#).

# KVH Airtime Activation Terms & Conditions



## Signature

### Account Status

#### NEW ACCOUNTS ONLY; must be completed by Subscriber Contact

<input type="checkbox"/> Accept <input type="checkbox"/> Deny	<p>In the course of providing Airtime Services to you, KVH Industries, Inc., its family of companies ("KVH"), and its processors (service providers used for the provision of your service as set forth in the Master Services Agreement) will obtain certain usage-related information about the quantity and type of the telecommunication services that you use and the manner of your use, which is referred to as customer proprietary network information or CPNI. CPNI relates to the type, quantity, destination, browsing history, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information. KVH does not sell, trade or share your CPNI with anyone outside of KVH and its processors, unless required by law.</p> <p>By checking "Accept," you agree that KVH and its processors may use your CPNI and contact you to offer you services that are similar to or different from the services you currently purchase from us and may better meet all of your communications and content delivery needs, such as a discount or a promotion on another service. At any time, you may change or withdraw your approval for KVH or its processors to use your CPNI by sending an email to us at <a href="mailto:privacy@kvh.com">privacy@kvh.com</a>. Denying KVH or its processor's use of your CPNI will not affect the provision of any services we provide to you. For additional information, see our <a href="#">Privacy Policy</a>.</p>
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#### ALL ACCOUNTS

<input type="checkbox"/> Accept All <input type="checkbox"/> Email <input type="checkbox"/> Postal Mail <input type="checkbox"/> Telephone <input type="checkbox"/> Decline	<p><b>Stay in Touch: Updates, Alerts, and Exclusive Offers</b></p> <p>As a KVH customer, you are eligible to receive communications from KVH Industries, Inc., its family of companies ("KVH"), and its business partners about future enhancements to your product, exclusive customer offers, cybersecurity and data management tips, new options and products that complement your KVH system, invitations to customer and industry events and training, and more!</p> <p>Please know we respect your privacy, communications are occasional, and we make every attempt to tailor our communications to fit your interests and needs. You can change your mind at any time by emailing KVH at <a href="mailto:privacy@kvh.com">privacy@kvh.com</a> or clicking on unsubscribe on any email you receive. For additional information, see our <a href="#">Privacy Policy</a>. If you decline to receive these communications, KVH will still send you technical and operational notices regarding your product and services.</p>
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### Subscriber Information

Name: (print)		Company:	
Signature:		Date:	
Signed:	<input type="checkbox"/> As Subscriber <input type="checkbox"/> As Authorized Representative (for existing accounts only) <input type="checkbox"/> On behalf of Subscriber, e.g., as management company (KVH may require authorizing documentation)		

Your signature indicates that you have read, understand, and accept the terms and conditions of this order form and the KVH Master Services Agreement (the "Agreement") at [www.kvh.com/msa](http://www.kvh.com/msa), and that you have full right, power, and proper authority to either (i) enter into the Agreement as Subscriber, or (ii) act for and enter into the Agreement on behalf of Subscriber with respect to Subscriber's rights and obligations under the Agreement.

KVH relies on the EU-U.S. Privacy Shield and on other applicable data transfer agreements to transfer personal data outside of the EU to the United States or other jurisdictions respectively. All personal data will be processed in accordance with the terms of the Master Services Agreement and KVH Privacy Policy, which is published and available at [www.kvh.com/privacy](http://www.kvh.com/privacy).

**Fax/email this completed order and any other orders required  
for the purchase of optional services or plans, to KVH Airtime:**

**[airtimeservices@kvh.com](mailto:airtimeservices@kvh.com)**

**Fax: +1 401-851-3823**

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