

Airtime Rate Plan Change Policies

General

- \$100 fee applies for each downward plan change (excluding VoIP-only Suspension Plan), except during the first 90 days of service to allow subscriber to determine the plan most appropriate for their usage needs.
- High Speed (HS) plans may be changed to any other HS plan, Unlimited Use (UL) plans may be changed to any other UL plan, and Metered (HTS-M) plans may be changed to any other HTS-M plan.
- Plan changes are only permitted if a subscriber's account is paid "current" and take effect when the plan change request is processed.*
- Plan changes must be submitted by Subscriber or an Authorized Representative to the email address or fax number below.

*Additional Plan Change Policy for AgilePlans® Regional

- Downward plan changes will go into effect on the first day of the month following Subscriber's submission of a plan change request.

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 (if applicable) for remote diagnostics and monitoring service, KVH OneCare™ Technical Assistance Package, VoIP lines, fax server, CommBox, and Static IP remain in effect.
- Service suspension is only permitted if a subscriber's account is paid "current".
- Suspension is available in 1-month increments with no minimum or maximum limit.
- Termination is not permitted during a suspension period.

Additional Terms for TracPhone V3_{HTS} HTS-Metered Plans

- During suspension periods, TracPhone system is on the VoIP-only Suspension Plan. Enhanced Voice Service remains active.
- \$49/month VoIP-only Suspension Plan fee applies.

Additional Terms for TracPhone V7_{HTS}/V11_{HTS} Standard Plans

- During suspension periods, TracPhone system is on the VoIP-only Suspension Plan. Enhanced Voice Service remains active.
- \$149/month VoIP-only Suspension Plan fee applies.
- Suspension of TracPhone V7_{HTS}/V11_{HTS} service will suspend both High Speed (HS) and Unlimited Use (UL) plans. Plans may not be suspended separately, and all KVH Link services (if applicable) will be suspended. KVH Link content not received during suspension will not be retransmitted.

Additional Terms for TracPhone V7_{HTS} Flex Plans

- Suspension of service will suspend both High Speed (HS) and Unlimited Use (UL) plans. Plans may not be suspended separately.
- \$100 fee applies for each rate plan service suspension and reactivation event.

Additional Terms for HTS-series AgilePlans® Global

- During suspension periods, TracPhone system is placed on the VoIP-only Suspension Plan. Enhanced Voice Service remains active. All included AgilePlans KVH Link crew welfare training & operations content and services will be suspended.
- VoIP-only Suspension Plan fee applies:
 - \$399/month for TracPhone V7_{HTS}
 - \$999/month for TracPhone V11_{HTS}
- Suspension of TracPhone service will suspend both High Speed (HS) and Unlimited Use (UL) plans. Plans may not be suspended separately, and all KVH Link services (if applicable) will be suspended. KVH Link content not received during suspension will not be retransmitted.
- \$100 fee applies for each rate plan service suspension and reactivation event.

Additional Terms for HTS-series AgilePlans® Regional

- During suspension periods, the TracPhone system will be placed on the VoIP-only Suspension Plan. Enhanced Voice Service remains active. Suspension Plans go into effect on the first day of the month following the Subscriber's submission of suspension request.
- \$299 monthly fee applies for VoIP-only Suspension Plan
- \$100 fee applies for each rate plan service suspension and reactivation event.

Submit requests to:

Email: airtimeservices@kvh.com or Fax: +1 401.851.3823