KVH ONE® DATA RATE PLAN CHANGE/SUSPENSION POLICIES

	VSAT			OneWeb	Star	rlink Cellu		ılar
Effective 28 January 2025 Rev. N	37 cm Plans	60 cm / 1 M Metered & Metered Shaped Plans	UL Plans	KVH Explorer Plans	Mobile (Mobile Priority Plans)	Stationary (Priority Plans)	LTE-1 Global	LTE Coastal
Suspension Policies								
Subscriber's account must be current to be eligible for reactivation after suspension	✓	✓	✓	✓	✓	Suspension is not available	✓	✓
KVH Voice Service/Enhanced Voice Service remains active during suspension	✓	✓	✓				Not applicable	Not applicable
Service suspension and reactivation take effect at the time of the request; both olan charges and plan allowances are pro-rated based on a 30-day month	✓	✓	✓	✓	✓		✓	✓
Both High-speed (HS) and Unlimited (UL) plans will be suspended; plans may may not be suspended separately	Not applicable	✓	✓	Not applicable	Not applicable		Not applicable	Not applicable
The following charges do not suspend (as applicable): • Remote Diagnostics & Monitoring • KVH OneCare® Hybrid/VSAT Service and Support Plans • KVH and OpenNet Terminals • Voice Lines • CommBox™ Legacy Services • Static IP • KVH Cloud Email • Managed Firewall Service	√	✓	✓	✓	√		✓	√
Monthly suspension fee (non-AgilePlans®)	\$50	\$129 \$100 / \$0 V7HTS: \$529 H60: \$579 H90: \$929		\$0	\$0	00	\$9.99	\$10
AgilePlans one-time suspension / reactivation fee	\$100 / \$0			\$100 / \$0	\$100 / \$100		Not applicable	\$0 / \$0
AgilePlans monthly suspension fees	V30: \$325 H30: \$400			Half-duplex: \$400 Full-duplex: \$700	\$259		Not applicable	\$111
Plan Changes								
Subscriber's account must be current to be eligible for a rate plan increase	✓	✓	✓	✓	✓	✓	Not applicable	✓
Rate plan increase charges and allowances are backdated to the first of he month	✓	✓		✓	✓	✓	Not applicable	✓
Rate plan decreases take effect the first day of the month following the request	✓	✓		✓	✓	✓	Not applicable	✓
Plan increases and decreases take effect at the time of the request; plan charges are prorated based on a 30-day month			✓				Not applicable	
Changes between shaped plans and metered plans require that the new plan allowance is greater than the current month to date usage at the time of the plan change	✓	✓	Not applicable				Not applicable	
n the month of a change from a Priority to a Mobile Priority plan, Priority plan charges are billed through the end of the month; Mobile Priority plan charges and GB are prorated from the plan start date	Not applicable	Not applicable	Not applicable	Not applicable	✓	✓	Not applicable	Not applicable
n the month of a change from a Mobile Priority to a Priority plan, plan charges and GB for both plans are prorated	Not applicable	Not applicable	Not applicable	Not applicable	✓	✓	Not applicable	Not applicable

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