



# DATA RATE PLAN CHANGE/SUSPENSION POLICIES

Effective 1 September 2025 Rev. O

VSAT			OneWeb	Starlink		Cellular	
37 cm Plans	60 cm / 1 M Metered & Metered Shaped Plans	UL Plans	KVH Explorer Plans	Global Priority Plans	Local Priority Plans	LTE-1 Global	LTE Coastal

## Suspension Policies

Subscriber's account must be current to be eligible for reactivation after suspension	✓	✓	✓	✓	✓	✓	✓	✓
KVH Voice Service/Enhanced Voice Service remains active during suspension	✓	✓	✓					
Service suspension and reactivation take effect at the time of the request; both plan charges and plan allowances are pro-rated based on a 30-day month	✓	✓	✓	✓			✓	✓
Service suspension takes effect the first day of the month following the request; reactivation takes effect at the time of the request, with a full allowance, charged in full					✓	✓		
Both High-speed (HS) and Unlimited (UL) plans will be suspended; plans may may not be suspended separately		✓	✓					
The following charges do not suspend (as applicable): <ul style="list-style-type: none"><li>Remote Diagnostics &amp; Monitoring</li><li>KVH OneCare® Hybrid/VSAT Service and Support Plans</li><li>KVH and OpenNet Terminals</li><li>Voice Lines</li><li>CommBox™ Legacy Services</li><li>Static IP</li><li>KVH Cloud Email</li><li>Managed Firewall Service</li></ul>	✓	✓	✓	✓	✓	✓	✓	✓
Monthly suspension fee (non-AgilePlans®)	\$50	\$129		\$0	\$0	\$0	\$9.99	\$10
AgilePlans ONE one-time suspension / reactivation fee	\$100 / \$0	\$100 / \$0		\$100 / \$0	\$100 / \$100			\$0 / \$0
AgilePlans ONE monthly suspension fees	V30: \$325 H30: \$400	V7HTS: \$529 H60: \$579 H90: \$929		Half-duplex: \$400 Full-duplex: \$700	\$259			\$111

## Plan Changes

Subscriber's account must be current to be eligible for a rate plan increase	✓	✓	✓	✓	✓	✓		✓
Rate plan increase charges and allowances are backdated to the first of the month	✓	✓		✓	✓			✓
Rate plan increase goes into effect the first of the following month. Top-ups must be purchased for current month overages.						✓		
Rate plan decreases take effect the first day of the month following the request	✓	✓		✓	✓	✓		✓
Plan increases and decreases take effect at the time of the request; plan charges are prorated based on a 30-day month			✓					
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	✓	✓						
In the month of a change from a Local Priority to a Global Priority plan or from a Global Priority Plan to a Local Priority plan, the existing plan is terminated immediately, and the remaining allowance is forfeited; The new plan will include its full allowance; both plans are charged in full					✓	✓		
					✓	✓		

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