KVH ONE®

Effective 1 June 2026 Rev. P

DATA RATE PLAN CHANGE/SUSPENSION POLICIES

	Starlink					OneWeb	VSAT			Cellular	
	Global Priority Plans			Local Priority Plans							
	Top-up Billing	Opt-in to Overage Billing (i.e. per GB)	Opt-out of Overage Billing	Top-up Billing	Opt-out of Overage Billing	KVH Explorer Plans	37 cm Plans	60 cm / 1 M Metered & Metered Shaped Plans	UL 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 takes effect on the first day of the month following the request	✓	✓	✓	✓	✓						
Service suspension takes effect at the time of the request; both plan charges and plan allowances are pro-rated based on a 30-day month						✓	✓	✓	✓	✓	✓
Service reactivation takes effect at the time of the request; both plan 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 not be suspended separately								✓	✓		
The following charges do not suspend (as applicable): • Remote Diagnostics & Monitoring • KVH OneCare® Hybrid/VSAT Service & Support Plans • KVH and OpenNet Terminals • Voice Lines • CommBox™ Legacy Services • Static IP • KVH Cloud Email • Managed Firewall Service	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Monthly suspension fee (non-AgilePlans®)	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$50**	**$149**		**$9.99**	**$10**
AgilePlans ONE one-time suspension / reactivation fee	**$100 / $100**	**$100 / $100**	**$100 / $100**	**N/A**	**N/A**	**$100 / $0**	**$100 / $0**	**$100 / $0**		**N/A**	**$0 / $0**
AgilePlans ONE monthly suspension fees	**$259**	**$259**	**$259**	**N/A**	**N/A**	**Half-duplex: $400 Full-duplex: $700**	**V30: $310 H30: $335**	**V7HTS: $399 H60: $504 H90: $949**		**N/A**	**$111**
PLAN CHANGES											
Subscriber's account must be current to be eligible for a rate plan increase	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Rate plan increases take effect at the time of the request; plan changes are prorated based on a 30 day month	✓	✓	✓								
Rate plan increases take effect on the first day of the month following the request.				✓	✓						
Rate plan increase charges and allowances are backdated to the first of the month						✓	✓	✓			✓
Plan increases and decreases take effect at the time of the request; plan charges are prorated based on a 30-day month									✓		
Rate plan decreases take effect the first day of the month following the request	✓	✓	✓	✓	✓	✓	✓	✓			✓
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							✓	✓			
For authorized changes from Starlink Global Priority to Local Priority, in the month of the change, the existing plan is terminated immediately and the remaining allowance is forfeited; the new plan includes its full allowance; both plans are charged in full	✓	✓	✓	✓	✓						
For authorized changes from Starlink Local Priority to Global Priority, in the month of the change, the existing Local Priority Plan is terminated immediately and remaining allowance is forfeited; the plan allowance and charges for new Global priority plan are prorated based on a 30-day month.	✓	✓	✓	✓	✓						
Starlink billing method changes (from Top-up to Overage or Overage to Top-up) take effect the first of the following month; any unused portion of a top-up is forfeited at the time of the change from the Top-up to the Overage billing method	✓	✓	✓	✓	✓						

Submit requests to: Email: airtimeservices@kvh.com or Tel: +1 401.851.3823

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Visit **kvh.com/offices** for regional headquarters and sales locations and contact details.

ISO 9001

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DATA RATE PLAN CHANGE/SUSPENSION POLICIES

	Multi-Network Shared Plans		
	VSAT / Starlink or OneWeb	Starlink / OneWeb	VSAT / Starlink / OneWeb
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 takes effect on the first day of the month following the request	✓	✓	
Service suspension takes effect at the time of the request; both plan charges and plan allowances are pro-rated based on a 30-day month			
Service reactivation takes effect at the time of the request; both plan 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 not be suspended separately			
The following charges do not suspend	✓	✓	✓
Monthly suspension fee (non-AgilePlans®)	**60cm or 1M VSAT $149**	**$0**	**60cm or 1M VSAT $149**
AgilePlans ONE one-time suspension / reactivation fee	**$100 / $100**	**$100 / $100**	**$100 / $100 / $100**
AgilePlans ONE monthly suspension fees	**• V7HTS + Starlink = $658 • H60 + Starlink = $763 • H90 + Starlink = $1208 • V7HTS + Half-duplex = $799 • H60 + Half-duplex = $940 • H90 + Half-duplex = $1349 • V7HTS + Full-duplex = $1099 • H60 + Full-duplex = $1240 • H90 + Full-duplex = $1649**	**• Starlink + OneWeb Half-duplex = $659 • Starlink + OneWeb Full-duplex = $959**	**• V7HTS + Starlink + Half-Duplex = $1058 • V7HTS + Starlink + Full-Duplex = $1358 • H60 + Starlink + Half-Duplex = $1163 • H60 + Starlink + Full-Duplex = $1463 • H90 + Starlink + Half-Duplex = $1608 • H90 + Starlink + Full-Duplex = $1908**
PLAN CHANGES			
Subscriber's account must be current to be eligible for a rate plan increase	✓	✓	✓
Rate plan increases take effect at the time of the request; plan changes are prorated based on a 30 day month			
Rate plan increases take effect on the first day of the month following the request.	✓	✓	
Rate plan increase charges and allowances are backdated to the first of the month			✓
Plan increases and decreases take effect at the time of the request; plan charges are prorated based on a 30-day month			
Rate plan decreases take effect the first day of the month following the request	✓	✓	✓

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