

KVH Airtime Activation Terms & Conditions



General / Airtime Services

- All services and plans are subject to the KVH Master Services Agreement.

KVH VSAT Airtime Services

- 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.
- Shaped High-Speed Plans 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 Metered High-Speed 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 for complete suspension and plan change policies.

AgilePlans

- Terminal Equipment included in AgilePlans:
 - AgilePlans ONE Hybrid with TracNet 37 cm, 60 cm, and 1 m terminals:
 - TracNet H30, H60, or H90 Hybrid (VSAT, Cellular, Wi-Fi) Antenna w/TracNet Hub+ Belowdeck Unit (BDU)
 - One 15 m (50 ft) RG58 coaxial cable (TracNet H30) or one 30 m (100 ft) RG58 coaxial cable (TracNet H60/H90).
 - Optional Starlink maritime package, including flat panel high-performance maritime Starlink terminal with power supply, wedge mount, 8 m & 25 m Power over Ethernet cable, Starlink ethernet adapter for integration with TracNet/TracPhone terminals, plus optional Wi-Fi router and optional Starlink pipe mount adapter. ((Starlink AgilePlans requires KVH TracNet or TracPhone system and active VSAT airtime plan)
 - Iridium backup system (if applicable), and
 - Firewall Service terminal (if applicable)
 - CommBox Edge Communications Gateway (if applicable)
 - AgilePlans ONE VSAT with TracPhone 37 cm, and 60 cm terminals:
 - TracPhone V30, V3-HTS or V7-HTS Ku-band Antenna w/Belowdeck Unit (BDU) (V30, V3-HTS) or CommBox Modem (ICM) (V7-HTS)
 - Cables: one 15 m (50 ft) coaxial cable (V30); two 30 m (100 ft) RF cables and power/data cable and one 30 m (100 ft) NMEA cable (V3-HTS); two 30 m (100 ft) RF cables and power/data cable(s), one 30 m (100 ft) NMEA cable; longer cables available (V7-HTS)
 - Optional Starlink maritime package, including flat panel high-performance maritime Starlink terminal with power supply, wedge mount, 8 m & 25 m Power over Ethernet cables, Starlink ethernet adapter for integration with TracNet/TracPhone terminals, plus optional Wi-Fi router and optional Starlink pipe mount adapter. (Starlink AgilePlans requires KVH TracNet or TracPhone system and active VSAT airtime plan)
 - Iridium backup system (if applicable), and
 - Firewall Service terminal (if applicable)
 - CommBox Edge Communications Gateway (if applicable)
 - AgilePlans ONE OneWeb with Intellian terminals
 - Intellian OW10 Half-duplex Antenna with CNX-Wi-Fi Belowdeck (BDU)
 - Cables: one 100m (300ft) RG11 coaxial cable
- AgilePlans subscriptions include shipping and standard installation subsidies listed below. Refer to 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. Note – shipping and installation allowance for Starlink AgilePlans and CommBox Edge AgilePlans are covered as part of the corresponding TracNet/TracPhone shipping and installation allowance.

AgilePlans Hardware	Shipping Allowance	Install Allowance
37 cm VSAT Terminals	\$500	\$500
60 cm VSAT Terminals	\$1,000	\$1,000
1 m VSAT Terminals	\$1,500	\$1,500
Intellian Half-Duplex Terminal	\$750	\$1,000

AgilePlans Hardware	Shipping Allowance	Install Allowance
Intellian Full-Duplex Terminal	\$1,000	\$1,000
Iridium Certus Backup System	\$300	\$300

- KVH reserves the right to ship equivalent hardware based on the product availability and customer service requirements. The antenna included for Iridium Certus VesselLINK 700 / Cobham Sailor 4300 AgilePlans service will be at KVH's discretion.
- AgilePlans Terminal Equipment returns must be shipped to KVH Field Service at 500 Wood Street, Unit 320, 1st Floor, Bristol RI 02809, 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.
- AgilePlans Starlink maritime package requires Global Priority Service.

Third Party VSAT 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.

Integrated KVH 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.

TracNet Coastal Cellular Service

- A minimum of one active Zone Plan is required to subscribe to a Pay As you Go Plan.

Starlink

- Third Party VSAT customers adding Starlink service require a CommBox Edge and service plan.
- Local Priority service will work for stationary applications and for use in motion on land. Local Priority data is country-specific with some short-term flexibility (60 days) if the service is being used in a bordering country. These use cases should not be affected by moving country to country if your terminal returns to your "home" country within 60 days of departure.
- Pooling of Starlink Global Priority requires a minimum of 10 vessels, all of which must 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.

OneWeb

- Third Party VSAT customers adding OneWeb service require a CommBox Edge and service plan

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. 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™ Edge Communications Gateway

- Refer to www.kognitive.net/terms-of-use

CommBox™ Paywall

- Paywall service on CommBox Edge 6, Edge 2 or Virtual CommBox requires an active subscription to the Standard Suite or Secure Suite; on CommBox Edge Core requires an active subscription to Cloud Plus.

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 HTS 500MB or higher airtime plan is required to enable CommBox services.

Iridium Backup

- Subscription term must match term of KVH Global HTS Network service contract.
- Incoming calls using the Iridium service are not charged to the vessel.

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- 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.
- 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.

Extended Warranty

- Refer to [KVH 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](#).
- For additional product warranty information, refer to [Standard Terms and Conditions](#), [www.kvh.com/onecare](#), and [www.kvh.com/support/warranty](#).

Elite Unlimited VSAT Streaming Service

General

- During your KVH Elite subscription period, all the Services that you receive from KVH, including KVH Elite, will continue to be governed by the Service Orders you entered into for those Services and the KVH Master Services Agreement, which is available at [www.kvh.com/msa](#).
- The KVH Elite published data speeds are maximum speeds and may vary in different regions under different conditions. The Service is unlimited in that it is not shaped or throttled by KVH and there are no usage caps or overage charges.
- If a vessel travels outside the KVH Elite coverage area during a KVH Elite subscription period, the Service to the vessel will continue at reduced speeds, but the KVH Elite subscription period will not be extended and the KVH Elite subscription fees will not be reimbursed.

- KVH Elite is only available to KVH's Leisure customers.
- The minimum subscription period is one week and can be increased by any number of days or purchased on a monthly basis. Each day begins and ends approximately at midnight ET for Caribbean and Eastern North American service, and midnight GMT for Mediterranean service.

Elite Reservations

- KVH Elite is subject to availability and advanced reservations are required. There is limited availability, so it is recommended that reservations be made as early as possible before your desired subscription start date. Contact the KVH Superyacht Group for reservation information at elite@kvh.com.
- After making a reservation, you will be notified by email whether the reservation has been accepted by KVH.
- Reservation cancellations must be made at least 7 days prior to your KVH Elite subscription start date, otherwise a cancellation fee may apply. Please contact elite@kvh.com for details.
- A KVH Elite Service Order completed by the subscriber or authorized representative is required to make an initial reservation for KVH Elite. For subsequent Elite subscription reservation requests, KVH will accept email reservation requests sent to elite@kvh.com by the subscriber or authorized representative. KVH will confirm all subsequent reservation requests via email based on availability. Subscriber will be billed in the same manner as the initial reservation.

Elite Billing

- All reservations must be prepaid by credit card and will be invoiced prior to the start of the KVH Elite subscription period. Past due balances for all KVH Services must be paid before a reservation for KVH Elite will be accepted.
- During the KVH Elite subscription period, you will not be charged for the standard High Speed Rate Plan that you normally receive, and you will only be charged for the Unlimited ("UL") Rate Plan that you elect to receive during the KVH Elite subscription period, whether it is one of the UL Rate Plans that is available through this Service Order or your preexisting UL Rate Plan. You will also continue to be charged for all other Services you receive from KVH.
- The KVH Global HTS Network Airtime Rate Plan Change/Suspension Policies do not apply to the activation or conclusion of each KVH Elite subscription period meaning that the subscriber will not incur any fees for plan increases or decreases as a result of the KVH Elite service.

Signature

Account Status	
NEW ACCOUNTS ONLY; must be completed by Subscriber Contact	
☐ Accept ☐ Deny	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. 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 privacy@kvh.com. 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 Privacy Policy.
ALL ACCOUNTS	
☐ Accept All ☐ Email ☐ Telephone ☐ Decline	Stay in Touch: Updates, Alerts, and Exclusive Offers 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! 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 privacy@kvh.com or clicking on unsubscribe on any email you receive. For additional information, see our Privacy Policy. If you decline to receive these communications, KVH will still send you technical and operational notices regarding your product and services.
Subscriber Information	
Name: (print)	Company:
Signature:	Date: (d/m/y)
Signed:	☐ As Subscriber (Required for new accounts) ☐ As Authorized Representative (Existing accounts) ☐ On behalf of Subscriber, e.g., as management company (KVH may require authorizing documentation) (Existing accounts)
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, 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. If you are signing this form as an Authorized Representative, you agree that you and not the Subscriber are ultimately responsible for the payment to KVH of all invoices resulting from this order. 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.	

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