

mini-VSAT Broadband

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Standard Airtime Rate Plan Change Policies¹

MOVE FROM ▼	TO ▶	Fixed (FX) Plan Type with Monthly BMC	Fixed (FX) Plan Type with 2-hour BMC	Open (OP) Plan Type	Metered (M) Plan Type
Fixed (FX) Plan Type with Monthly BMC		Move to plan with HIGHER monthly data plan allotment only ^{2&3}	Move to plan with SAME or HIGHER monthly data plan allotment only ^{2&3}	Move to plan with SAME or HIGHER monthly data plan allotment only ⁴	
Fixed (FX) Plan Type with 2-hour BMC		Move to plan with SAME or HIGHER monthly data plan allotment only ^{2&3}	Move to plan with HIGHER monthly data plan allotment only ^{2&3}	Move to plan with SAME or HIGHER monthly data plan allotment only ⁴	
Open (OP) Plan Type		Move to plan with SAME or HIGHER monthly data plan allotment only ⁴	Move to plan with SAME or HIGHER monthly data plan allotment only ⁴	Move to plan with HIGHER monthly data plan allotment only ³	
Metered (M) Plan Type		Move to ANY plan ⁴	Move to ANY plan ⁴	Move to ANY plan ⁴	Move to ANY plan ³

¹ A fee of \$100 applies for each plan change except as noted in footnote 2.

² Changing from 2-hour to Monthly Bandwidth Management Control (BMC) is not considered changing “Plan Type” and is only permitted one time, except as noted in footnote 3.

³ For the first 90 days of the initial contract term, subscriber is permitted to move up and down between rate plans within their Plan Type at the start of each month period without charge, to allow time for subscriber to determine the plan most appropriate for their usage needs. After 90 days, KVH standard rate plan change policies go into effect.

⁴ Changing “Plan Type,” (i.e., Metered to Fixed with 2-hour BMC, Fixed with Monthly BMC to Open, etc.), requires a new airtime contract; contact KVH Airtime Services for details.

Service Suspension Policies

Initial Contract Term

- On a **24-month contract**, suspension is permitted for 1-month increments for no more than 3 months every 12 months of service.
- On a **12-month contract**, suspension is NOT permitted.

Renewal Contract Term

- Suspension is permitted for 1-month increments for no more than 3 months every 12 months of service.

General Terms

- Fees for remote diagnostics and monitoring service, GlobalCare, KVH OneCare™ Technical Assistance Package, VoIP lines, and fax server remain in effect during the suspension period.
- A \$100 suspension fee applies for each mini-VSAT Broadband Airtime Rate Plan service suspension and re-activation.
- Any request to suspend or reactivate service, or change a rate plan requires an “Airtime Rate Plan Change & Suspension Form.”
- Plan changes and Suspensions are only permitted if a subscriber’s airtime account is paid “current.”
- Contract termination is not permitted during a suspension period.

KVH Airtime Services Worldwide

Email: satelliteservices@kvh.com

Fax: +1 401.851.3823

Europe & Middle East

Tel: +45 45 160 197
 Hours: 05:00 – 23:00 (CET)

North & South America

Tel: +1 401.847.3327
 Hours: 23:00 – 17:00 (EST)

Asia

Tel: +65 31584084
 Hours: 12:00 – 06:00 (SGT)

U.S. & Canada

Tel: 866.399.8509 (toll-free)
 Hours: 23:00 – 17:00 (EST)

KVH Industries A/S
 EMEA Headquarters
 Kokkedal, Denmark

KVH Industries, Inc.
 World Headquarters
 Middletown, RI U.S.A.

KVH Industries Pte Ltd.
 Asia-Pacific Headquarters
 Singapore

mini-VSAT Broadband System: TracPhone V11IP V11 V7IP V7 V3IP V3

Subscriber/Company: _____ KVH Airtime Account No.: _____

Vessel Name: _____ Modem IP Address¹: _____

Change Airtime Rate Plan

CURRENT Plan:	Airtime Plan: _____ \$ _____/mo.
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Choose your NEW requested Airtime Rate Plan:²

TracPhone [®] V11IP/V11 & V7IP/V7			TracPhone V3IP/V3
Open Rate Plans³ <small>(data + 2 available phone lines)⁴</small>	Fixed Rate Plans⁵ <small>(data + 2 available phone lines)⁴</small>	Metered Megabyte Rate Plans³ <small>(data + 2 available phone lines)⁴</small>	Metered Megabyte Rate Plans³ <small>(data + 1 available phone line)⁴</small>
<input type="checkbox"/> OP2K \$799/mo. <input type="checkbox"/> OP5K \$999/mo. <input type="checkbox"/> OP10K \$1,799/mo. <input type="checkbox"/> OP20K \$2,999/mo. <input type="checkbox"/> OP40K \$4,799/mo. <input type="checkbox"/> Other \$ _____/mo. Up: _____ Down: _____	<input type="checkbox"/> FX1 \$1,199/mo. <input type="checkbox"/> FX2 \$1,999/mo. <input type="checkbox"/> FX3 \$2,999/mo. <input type="checkbox"/> FX4 \$4,999/mo. <input type="checkbox"/> FX5 \$7,999/mo. <input type="checkbox"/> FX6 \$15,999/mo. <input type="checkbox"/> Other \$ _____/mo. Up: _____ Down: _____	<input type="checkbox"/> M50 \$49/mo. <input type="checkbox"/> M250 \$249/mo. <input type="checkbox"/> M500 \$499/mo. <input type="checkbox"/> M2000 \$999/mo. <input type="checkbox"/> Other \$ _____/mo.	<input type="checkbox"/> M50 \$49/mo. <input type="checkbox"/> M250 \$249/mo. <input type="checkbox"/> M500 \$499/mo. <input type="checkbox"/> M2000 \$999/mo. <input type="checkbox"/> Other \$ _____/mo.

Requested new Rate Plan start date: (MM/DD/YYYY) _____ **Promo Code:** _____

¹ Modem IP address can be accessed from the ACU's front panel under the menu item "MODEM", or is printed on your monthly airtime service invoice.
² A \$100 fee applies for any rate plan change except within the first 90 days of the initial contract term. If new plan requested is a change in PLAN TYPE (i.e., Metered Megabyte to Fixed, etc.), a new Airtime contract is required. See page 1 of this document for details, or contact KVH Airtime Services.
³ Plus any MBs over plan allotment & Enhanced Voice Service charges that may apply.
⁴ KVH offers first voice line at no charge and second voice line at \$20/mo. KVH-assigned voice line phone numbers for either line are provided at no charge. User-specified voice line phone numbers for either line are \$20/mo.
⁵ Plus any Enhanced Voice Service long distance charges that may apply.

Airtime Service Suspension **Airtime Service Reactivation**

Requested Service Date: (MM/DD/YYYY) _____ **Of:** Airtime Plan Airtime Plan & IP-MobileCast*

* An IP-MobileCast Change & Suspension Form must be filled out in addition to this Airtime Rate Plan Change & Suspension Form.
 A \$100 suspension fee applies for each mini-VSAT Broadband Airtime Rate Plan service deactivation and reactivation.
 A \$50 suspension fee applies for each IP-MobileCast subscription deactivation and reactivation.

Email/fax this completed form to the KVH Airtime Group: satelliteservices@kvh.com Fax: +1 401.851.3823	Subscriber/Subscribing Company Rep./Authorized Rep.: Name: (PRINT) _____ Date: _____ Signature: _____ <small>Your signature indicates that you have read, understand, and accept the KVH mini-VSAT Broadband Airtime Rate Plan Change & Suspension Policies and Fees.</small>
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