

Data Rate Plan Change/Suspension Policies

KVH ONE™

Effective 1 November 2023 Rev. K

	KVH 37 cm Terminals		KVH 60 cm and 1 m Terminals KVH OpenNet Terminals (45 cm to 1 m)			Starlink
	High-speed Shaped	High-speed Metered	High-speed Shaped	High-speed Metered	Unlimited Use	
Suspension Policies						
Suspension requests must be submitted by Subscriber or an Authorized Representative.	✓	✓	✓	✓	✓	✓
Subscriber's account must be current to be eligible for reactivation after suspension.	✓	✓	✓	✓	✓	✓
Suspension is available in 1-month increments without limits.	✓	✓	✓	✓	✓	✓
Enhanced Voice Service remains active during suspension.	✓	✓	✓	✓	✓	
The following charges do not suspend (as applicable):						
<ul style="list-style-type: none"> Remote Diagnostics & Monitoring KVH OneCare™ Hybrid/VSAT Service and Support Plans KVH and OpenNet Terminals Voice Lines CommBox Static IP KVH Cloud Email Managed Firewall Service K4 KaaS 	✓	✓	✓	✓	✓	✓
Service suspends immediately upon processing by KVH; plan charges suspend and suspension fees begin on the first day of the following month.	✓		✓			
Service and plan charges both suspend and suspension fees begin immediately upon processing by KVH, unless a High-speed Shaped on a TracNet H60 or TracNet H90 is also being suspended, then suspension fees begin the first day of the following month.		✓		✓	✓	
Both High-speed (HS) and Unlimited (UL) plans will be suspended. Plans may not be suspended separately. For systems with KVH Link, content not received while suspended will not be retransmitted.			✓	✓	✓	
Service and plan billing both suspend effective the end of the month the request is processed.						✓
Standard Plans						
Monthly suspension fee/IP retention fee.	\$50		\$129			\$29 (with public IP) \$0 (with no public IP)
One-time fee for each suspension and reactivation.	\$0		\$0			\$0
Agile Plans						
Monthly suspension fee.	V30: \$325 H30: \$400		V7HTS: \$529 H60: \$579 H90: \$929 OpenNet: n/a			\$288 (with public IP) \$259 (with no public IP)
One-time fee for each suspension.	\$100		OpenNet: \$100 OpenNet: n/a			\$100
Plan Change Policies						
Plan change requests must be submitted by Subscriber or an Authorized Representative.	✓	✓	✓	✓	✓	✓
Subscriber's account must be current to be eligible for a rate plan increase.	✓	✓	✓	✓	✓	✓
Rate plan increase charges and MB allowances are backdated to the first of the month.	✓		✓			✓
Rate plan decreases take effect the first day of the month following the request.	✓		✓			✓
Plan increases and decreases take immediate effect upon processing by KVH; both plan charges and MBs are prorated based on a 30-day month.		✓		✓		
Plan increases and decreases take immediate effect upon processing by KVH; 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.	✓	✓	✓	✓		
One-time fee per rate plan decrease (except during the first 90 days of service).	\$100		\$100			\$0

Submit requests to email: airtimeservices@kvh.com or Fax: +1 401.851.3823



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