

## Airtime Rate Plan Change Policies

- \$100 fee applies for each downward plan change (excluding VoIP-only Suspension Plan), except during the first 90 days of service to allow subscriber to determine the plan most appropriate for their usage needs.
- High Speed (HS) plans may be changed to any other HS plan, Unlimited Use (UL) plans may be changed to any other UL plan, and Metered (HTS-M) plans may be changed to any other HTS-M plan.
- Plan changes are only permitted if a subscriber's account is paid "current".
- Plan changes must be submitted by Subscriber or an Authorized Representative to the email address or fax number below.

## Airtime Service Suspension Policies

### General

- Suspension requests must be submitted via email or in writing by Subscriber or an Authorized Representative to the email address or fax number below.
- During suspension periods, fees for remote diagnostics and monitoring service, KVH OneCare™ Technical Assistance Package, VoIP lines, fax server, CommBox, and Static IP (if applicable) remain in effect.
- Service suspension is only permitted if a subscriber's account is paid "current".
- Suspension is available in 1-month increments with no minimum or maximum limit.
- Termination is not permitted during a suspension period.

### Additional Terms for TracPhone V3<sub>HTS</sub> HTS-Metered Plans

- During suspension periods, TracPhone system is on the VoIP-only Suspension Plan. Enhanced Voice Service remains active.
- \$49/month VoIP-only Suspension Plan fee applies.

### Additional Terms for TracPhone V7<sub>HTS</sub>/V11<sub>HTS</sub> Standard Plans

- During suspension periods, TracPhone system is on the VoIP-only Suspension Plan. Enhanced Voice Service remains active.
- \$149/month VoIP-only Suspension Plan fee applies.
- Suspension of TracPhone V7<sub>HTS</sub>/V11<sub>HTS</sub> service will suspend both High Speed (HS) and Unlimited Use (UL) plans. Plans may not be suspended separately, and all IP-MobileCast services (if applicable) will be suspended. IP-MobileCast content not received during suspension will not be retransmitted.

### Additional Terms for TracPhone V7<sub>HTS</sub> Flex Plans

- Suspension of service will suspend both High Speed (HS) and Unlimited Use (UL) plans. Plans may not be suspended separately.
- \$100 fee applies for each rate plan service suspension and reactivation.

### Additional Terms for HTS-series AgilePlans™

- During suspension periods, TracPhone system is on the VoIP-only Suspension Plan. Enhanced Voice Service remains active; however, all included AgilePlans IP-MobileCast crew welfare training & operations content and services will be suspended.
- VoIP-only Suspension Plan fee applies:
  - \$399/month for TracPhone V7<sub>HTS</sub>
  - \$999/month for TracPhone V11<sub>HTS</sub>
- Suspension of TracPhone service will suspend both High Speed (HS) and Unlimited Use (UL) plans. Plans may not be suspended separately, and all IP-MobileCast services (if applicable) will be suspended. IP-MobileCast content not received during suspension will not be retransmitted.
- \$100 fee applies for each rate plan service suspension and reactivation.

**Submit requests to:**

**Email: [airtimeservices@kvh.com](mailto:airtimeservices@kvh.com) or Fax: +1 401.851.3823**