

4.2 Plan Rules

- Service is best effort with a maximum information rate (MIR) of 5×2 Mbps as rated on a high throughput satellite (HTS) spot beam.
- All subscriptions are for a twelve (12) month contract term paid monthly starting from the activation date.
- All subscriptions are designed for global roaming without coordination.
- Subscriptions may be upgraded to a larger package by submitting a valid purchase order to purchaseorders@kymetacorp.com or by upgrading terminal remote plans directly on the [Kymeta Partner Portal](#).
The following terms apply:
 - Subscriptions may be upgraded to a larger plan during the 12-month term without extension to the 12-month term.
 - Kymeta will implement service changes as soon as possible, typically within 2 business days and no later than the first calendar day of the month following the month which the changes were applied. The customer will be notified when changes have been applied.
 - Billing changes made prior to the 15th of the month will take effect in the following month. For example, if you make changes February 13, an updated subscription will take effect March 1.
 - Billing changes made on or after the 15th of the month will take effect in the second calendar month. For example, if you make changes February 15, an updated subscription will take effect April 1.
 - Billing changes will be prorated for the applicable month from the effective date and reflected in the next applicable bill.
- Subscriptions may be downgraded at any time. The following terms apply:
 - Kymeta will implement service changes as soon as possible, typically within 2 business days and no later than the first calendar day of the month following the month which the changes were applied. The customer will be notified when changes have been applied.
 - Billing changes made prior to the 15th of the month will take effect in the following month. For example, if you make changes February 13, an updated subscription will take effect March 1.
 - Billing changes made on or after the 15th of the month will take effect in the second calendar month. For example, if you make changes February 15, an updated subscription will take effect April 1.
 - Billing changes will be prorated for the applicable month from the effective date and reflected in the next applicable bill.
 - Contract downgrades reset the contract term to twelve (12) months starting from the month the subscription is changed.
 - To downgrade a subscription until the end of a twelve (12) month contract term, a fee of \$139 wholesale, \$199 MSRP will be incurred. Notify Kymeta in writing at least sixty (60) days before the end of the term for downgrade subscription changes without incurring a fee.
- Early termination fees (ETF) apply. ETF is equivalent to the subscription fees for the remaining unpaid contract term.
- All contracts are set by default for automatic renewal at the end of the twelve (12) month term, service deactivation required to avoid automatic renewal.
- Service deactivation must be sent in writing to support@kymetacorp.com no less than thirty (30) days in advance.
- All overages are billed at the end of each month.
- Plans may be throttled when data limits are exceeded.

- Plan activation fee of \$139 wholesale, \$199 MSRP, per terminal is charged at the beginning of the contract term along with the first month's bill.
- Unused data allowance cannot be rolled-over to the next month.
- Service suspension is allowed for these plans for up to two (2) out of every twelve (12) month contract term. Billing will be suspended during service suspension, but the contract term will be increased one month for each month of suspension. The cost of service suspension is \$139 wholesale, \$199 MSRP.
- Billing is based on a 1 GB minimum increment; all usage and overages are based on the next whole gigabyte.
- All accounts are Net 30 payment terms, unless otherwise specified in contracts. No credit is extended to customers with unpaid fees thirty (30) days after the invoice date. This includes subscription fees and overages. Customers with unpaid accounts are subject to ETF and terminal deactivation.

4.3 Coverage Map

Coming soon!

FlexMove is an extension of IntelsatOne Flex Network. The KĀLO 4×1 Velocity service leverages the IntelsatOne Flex network. Until coverage maps are available for FlexMove, reference the [KĀLO 4×1 Velocity coverage map](#). We expect FlexMove to offer more HTS capacity and expanded coverage areas and we will update this section as soon as a coverage map is available.