



KVH OneCare™

Technical Assistance Packages

	Standard	Premium	Global ¹
Product/Solution Coverage:			
TracPhone® mini-VSAT Broadband™ Antenna System (Includes 2-year Parts/2-year Labor Standard Warranty)	✓	✓	✓
IP-MobileCast™ Media Server (Includes 2-year Parts/2-year Labor Standard Warranty)	✓	✓	✓
<i>Purchased and Installed with:</i>			
(A) TracVision® Satellite TV Antenna System(s)		✓	✓
(B) Iridium Backup		✓	✓
(C) Other TracPhone Mobile Communications Antenna System(s)		✓	✓
(D) Third Party Equipment and Services ²		✓	✓
Adds Second Year Labor Warranty on (A) and Second Year Parts and Labor Warranty on (C)		✓	✓
Technical Assistance:			
24/7/365 Technical Support	✓	✓	✓
Software Maintenance and Updates ³	✓	✓	✓
Third Party Warranty Administration		✓	✓
Service Event Scheduling and Coordination	✓	✓	✓
Annual Service Review at customer's request ⁴	✓	✓	✓
Service Recordkeeping	✓	✓	✓
In Field Service:			
Remote Port Repair Coverage ^{5,6}			✓
Monthly price per vessel Subscriber required to choose one:	\$19	\$49	\$99

¹ Only products with in-force warranty coverage are eligible for remote port service.

² Third Party products and services must be sold through KVH distribution in order to be eligible for support.

³ Over the air, plus non-IP belowdecks equipment updated during Preventative Maintenance Check (PM Check).

⁴ Annual Service Review includes airtime account review, report and recommendations, plus scheduling for Preventative Maintenance Check (PM Check). PM Check cost is \$1,250 USD.

⁵ Includes limited allowance of \$10,000 USD per service event or \$25,000 USD annually for technician travel and lodging, work time, wait time, two-way economy air freight, import duties, and rigging/tender/crane, as required.

⁶ Excludes U.S. Government-denied countries, where safety of personnel and/or equipment cannot be guaranteed, there are work visa entry issues, import restrictions, or necessary equipment is not available as required for the service event.



KVH Industries A/S
 EMEA Headquarters
 Kokkedal, Denmark
 Tel: +45.45.160.180 Fax: +45.45.160.181
 Email: info@emea.kvh.com

KVH Industries, Inc.
 World Headquarters
 Middletown, RI U.S.A.
 Tel: +1.401.847.3327 Fax: +1.401.849.0045
 Email: info@kvh.com

KVH Industries Pte Ltd.
 Asia-Pacific Headquarters
 Singapore
 Tel: +65.6513.0290 Fax: +65.6472.3469
 Email: info@apac.kvh.com