



KVH OneCare™

Shipside Terminal Installation Service

- A KVH Certified Support Network (CSN) partner is the most cost-effective solution when installing a single piece of stand-alone equipment that does not have critical integration or support requirements.
- A KVH factory managed installation is recommended for customers who have the following unique needs:
 - Require a single point of contact for a multi-site global fleet fit-up
 - Require 24x7 global support for a complex integrated communications system solution
 - Require global installation warranty support should there be a problem
 - Require a deployment option in a remote port where there is no qualified local installer

| Responsibility | |
|----------------|----------|
| KVH | Customer |

| Solution Deployment Work Element: | | |
|--|---|---|
| Develop solution deployment plan | ✓ | ✓ |
| Coordination with KVH designer regarding communications system solution to be deployed | ✓ | |
| Site survey and installation plan development | ✓ | |
| Vessel Preparation: | | ✓ |
| Pedestal fabrication and installation | | ✓ |
| Hot work for deck and bulkhead penetrations | | ✓ |
| Bulk cable runs | | ✓ |
| Electrical services and proper grounding | | ✓ |
| Certified Support Network (CSN) partner above and belowdecks equipment installation | ✓ | |
| Certified Support Network (CSN) partner cable terminations and connections | ✓ | |
| Service commissioning | ✓ | |
| Certified Support Network (CSN) partner system test | ✓ | |
| Certified Support Network (CSN) partner crew training | ✓ | |
| Signoff by ship master | ✓ | |
| Solution deployment documentation for support purposes | ✓ | |
| Establish KVH solution deployment warranty entitlement | ✓ | |

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