



SERVICE MATRIX – STARLINK GLOBAL PRIORITY SERVICE



KVH OneCare® Global Service and Support Packages

Superior Service and Support for Starlink Global Priority

Turn to KVH for a comprehensive Starlink service solution, either paired with a KVH hybrid or VSAT terminal or as a standalone system. Not only will you get a complete Starlink antenna kit and installation, but you'll also enjoy the peace of mind that comes with KVH's live 24/7/365 technical support and global field service via KVH OneCare.

Simply choose the monthly Global Service and Support Package best suited to your requirements and budget and ensure the best performance for vessels and yachts equipped with Starlink service from KVH.

These benefits also apply to your CommBox™ Edge.

Benefits	Starlink Global Priority			
	Essential \$49/mo	Standard \$169/mo	Premier \$349/mo	Premier+ \$549/mo
24x7/365 Tier 1 Technical Support 	X	X	X	X
Third-party Warranty Administration	X	X	X	X
Service Event Scheduling & Coordination		X	X	X
Warranty Labor ¹		X	X	X
Access to KVH's Unit In Advance Program (KVH standard terms and conditions apply)	X	X	X	X
VIP Prioritized Technical Support and Airtime Services Phone Queue			X	X
Tech Support Email and Case Prioritization			X	X
Airtime Services Email and Case Prioritization			X	X
Technician Travel ²				X
Extended Warranty (parts & onboard labor) ¹				X
Two-way Economy Air Freight				X

¹ Up to four (4) hours

² At KVH's discretion

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