





SERVICE MATRIX – STARLINK LOCAL PRIORITY SERVICE



KVH OneCare® Global Service and Support Packages

Superior Service and Support for Starlink Local 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.

Benefits	Starlink Local Priority		
	Essential \$19/mo	Standard \$29/mo	Premier \$69/mo
Standard US Business Hours Technical Support	X	X	X
Benefits Extend to your CommBox™ Edge		X	X
24x7/365 Tier 1 Technical Support  		X	X
Third-party Warranty Administration	X	X	X
Access to KVH's Unit In Advance Program (KVH standard terms and conditions apply)	X	X	X
VIP Prioritized Technical Support and Airtime Services Phone Queue			X
Tech Support Email and Case Prioritization			X
Airtime Services Email and Case Prioritization			X
Extended Warranty (parts)			X
Two-way Economy Air Freight			X

*24/7/365 live technical support and global field service only available with the Priority Standard and Priority Premier OneCare plans

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