KVH OneCare™

SERVICE MATRIX

For Starlink Global Business, OneWeb, KVH TracNet™, TracPhone® and OpenNet Terminals

KVH

KVH OneCare™ Global Service and Support Packages

Superior Service and Support

Connectivity at sea is vital to your maritime operations and your peace of mind on the water. KVH OneCare offers the industry's most comprehensive array of services, all designed to support your unique needs and ensure maximum uptime for vessels and yachts.

AgilePlans® subscribers get all the benefits of our best service package as part of their monthly subscription!

The same advantages extend to your CommBox™ Edge and Iridium companion system.

Benefits	LEO Essential[7] $49/mo	Standard $59/mo	Premier $199/mo	Premier+ $499/mo	AgilePlans Included
24x7/365 Tier 1 Technical Support	X	X	X	X	X
24x7/365 Tier 2 Technical Support		-	X	X	X
Proactive Monitoring		X	X	X	X
Network Monitoring[4]		X	X	X	X
Software Maintenance & Updates		X	X	X	X
Service Parts Administration	X	X	X	X	X
Service Event Scheduling & Coordination		X	X	X	X
Access to KVH's Unit In Advance Program[5]	X	X	X	X	X
VIP Prioritized Technical Support & Airtime Services Phone Queue		-	X	X	X
Technical Support Email & Case Prioritization		-	X	X	X
Airtime Email and Case Prioritization		-	X	X	X
No-cost Airtime Plan Changes[6]		-	X	X	-
Automatic Backdating of Airtime Plans		-	X	X	-
Remote Port Coverage[2]					
Technician Travel[3]		-		X	X
Extended Warranty (parts & onboard labor)[1]		-	-	X	N/A
Two-way Economy Air Freight		-	X	X	X

[1] *A preventative maintenance check is required if standard 2-year warranty has expired*

[2] *Up to $7,500 per attendance, $15,000 annual maximum*

[3] *At KVH's discretion*

[4] *Only applicable to KVH VSAT products*

[5] *Not applicable for OpenNet*

[6] *only applicable to KVH VSAT products*

[7] *Only applicable to LEO products*

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Visit **kvh.com/offices** for regional headquarters and sales locations and contact details.

ISO 9001

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