SERVICE MATRIX – OPENNET

KVH OneCare™ Global Service and Support Packages

Superior Service and Support for KVH OpenNet Terminals

When you make the switch to KVH OpenNet, you connect your non-KVH VSAT terminal to the finest Ku-band global high-throughput satellite (HTS) network available. More than that, you 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 equipped with a KVH OpenNet terminal.

These benefits also apply to your CommBox™ Edge.

Benefits	Standard $59/mo	Premier $199/mo	Premier+ $599/mo
24x7/365 Tier 1 Technical Support	X	X	X
24x7/365 Tier 2 Technical Support	-	X	X
Network Monitoring	X	X	X
Service Parts Administration[1]	-	X	X
Service Event Scheduling & Coordination	-	X	X
VIP Prioritized Technical Support & Airtime Services Phone Queue	-	X	X
Tech Support Email and Case Prioritization	-	X	X
Airtime Services Email and Case Prioritization	-	X	X
Remote Port Coverage			
Technician Travel[2]	-	-	X
Onboard Labor[3]	-	-	X

[1] *Based on manufacturer availability*
[2] *At KVH's discretion*
[3] *Up to four (4) hours*

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