



SERVICE MATRIX – TRACNET/TRACPHONE







KVH OneCare™ Global Service and Support Packages

Superior Service and Support for KVH TracNet™ and TracPhone® Terminals

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 equipped with KVH's award-winning TracNet hybrid and TracPhone VSAT terminals.

Simply choose the monthly Global Service and Support Package best suited to your requirements and budget. And if you're an AgilePlans® subscriber, you get all the benefits of our best service package as part of your monthly subscription!

These benefits also apply to your CommBox™ Edge.

| Benefits | Standard \$59/mo | Premier \$199/mo | Premier+ \$499/mo | AgilePlans Included |
|---|---------------------|---------------------|----------------------|------------------------|
| 24x7/365 Tier 1 Technical Support   | X | X | X | X |
| 24x7/365 Tier 2 Technical Support   | - | X | X | X |
| Proactive Monitoring | X | X | X | X |
| Network Monitoring | X | X | X | X |
| Software Maintenance & Updates | X | X | X | X |
| Tracking Avoidance Zone Maintenance | X | X | X | X |
| Service Parts Administration | X | X | X | X |
| Service Event Scheduling & Coordination | X | X | X | X |
| Access to KVH's Unit In Advance Program | 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 | - | X | X | - |
| Automatic Backdating of Airtime Plans | - | X | X | - |
| Remote Port Coverage ² | | | | |
| Technician Travel ³ | - | X | 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

