



KVH OneCare™

Technical Assistance Packages

	Standard	Premium	Global ¹
Product/Solution Coverage:			
TracPhone® mini-VSAT Broadband™ Antenna System (Includes 2-year Parts/2-year Labor Standard Warranty)	✓	✓	✓
IP-MobileCast™ Media Server (Includes 2-year Parts/2-year Labor Standard Warranty)	✓	✓	✓
<i>Purchased and Installed with:</i>			
(A) TracVision® Satellite TV Antenna System(s)		✓	✓
(B) Iridium Backup		✓	✓
(C) Other TracPhone Mobile Communications Antenna System(s)		✓	✓
(D) Third Party Equipment and Services ²		✓	✓
Adds Second Year Labor Warranty on (A) and Second Year Parts and Labor Warranty on (C)		✓	✓
Technical Assistance:			
24/7/365 Technical Support	✓	✓	✓
Software Maintenance and Updates ³	✓	✓	✓
Third Party Warranty Administration		✓	✓
Service Event Scheduling and Coordination	✓	✓	✓
Annual Service Review ⁴	✓	✓	✓
Service Recordkeeping	✓	✓	✓
In Field Service:			
Remote Port Repair Coverage ^{5,6}			✓
Monthly price per vessel	\$19	\$49	\$99
Subscriber required to choose one:			

1. Only products with in-force warranty coverage are eligible for remote port service.
2. Third Party products and services must be sold through KVH distribution in order to be eligible for support.
3. Over the air, plus non-IP belowdecks equipment updated during Preventative Maintenance Check (PM Check).
4. Annual Service Review includes airtime account review, report and recommendations, plus scheduling for Preventative Maintenance Check (PM Check). PM Check cost is \$1,250 USD.
5. Includes limited allowance of \$10,000 USD per service event or \$25,000 USD annually for technician travel and lodging, work time, wait time, two-way economy air freight, import duties, and rigging/tender/crane, as required.
6. Excludes U.S. Government-denied countries, where safety of personnel and/or equipment cannot be guaranteed, there are work visa entry issues, import restrictions, or necessary equipment is not available as required for the service event.



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