

KVH OneCareTM – The comprehensive global support program for mini-VSAT BroadbandSM





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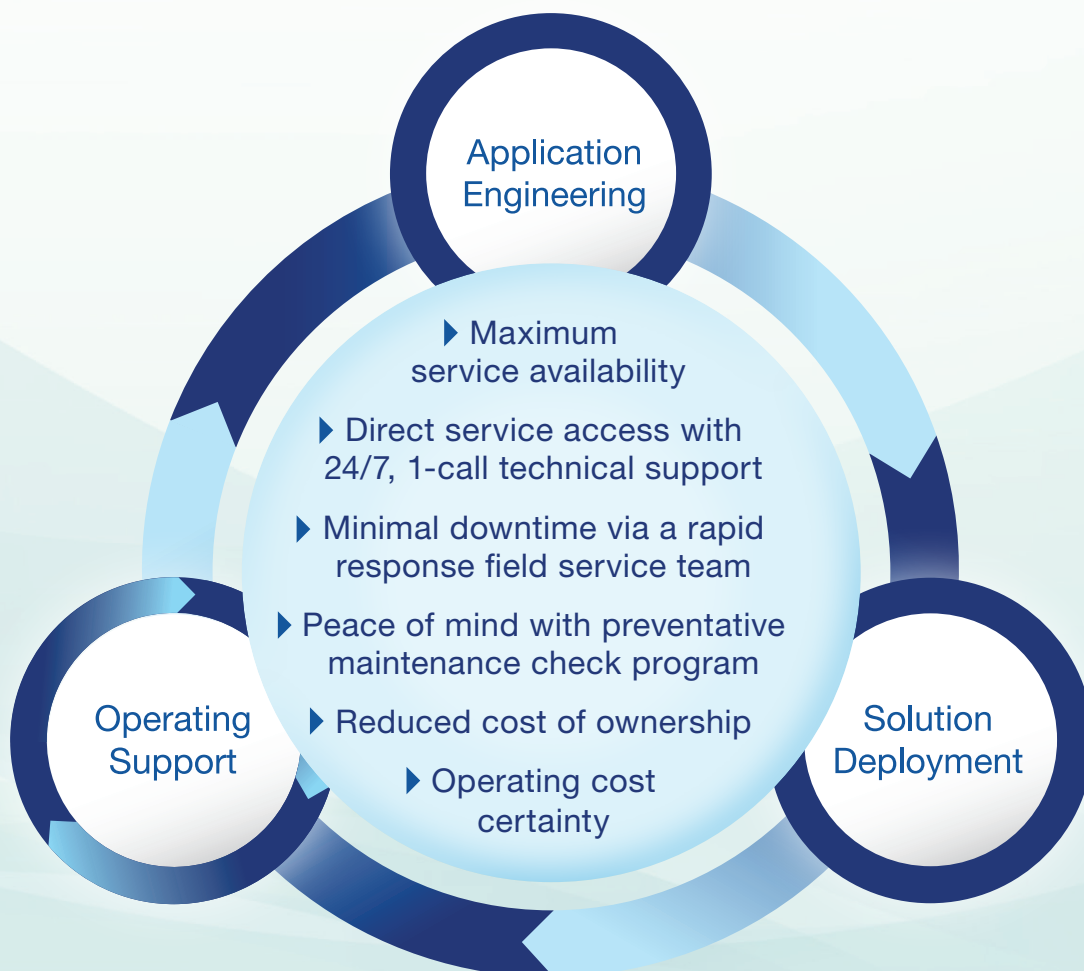
KVH OneCare – Protecting your VSAT investment, minimizing your costs, and maximizing availability

With KVH OneCare, you enjoy the industry's most comprehensive array of service offerings, together with a global team of experts standing with you at every stage of your SATCOM life cycle.

We are focused on your success, beginning with the optimal design and deployment of your SATCOM solution, through ongoing services and support worldwide. Our technical experts and capabilities ensure we are fully equipped to support your modern communications system.

KVH OneCare delivers applications and services to enhance ship operations and maximize the long-term performance and value of your maritime VSAT investment. It's all part of the Power of One,™ available only from KVH Industries.

The benefits of KVH's comprehensive Customer Life Cycle Support Program



A complete set of global services for every step of the journey

Application Engineering

Ensures that our proposed communications solution will meet your needs. We work with your team to design a fully integrated solution, even before you choose KVH.



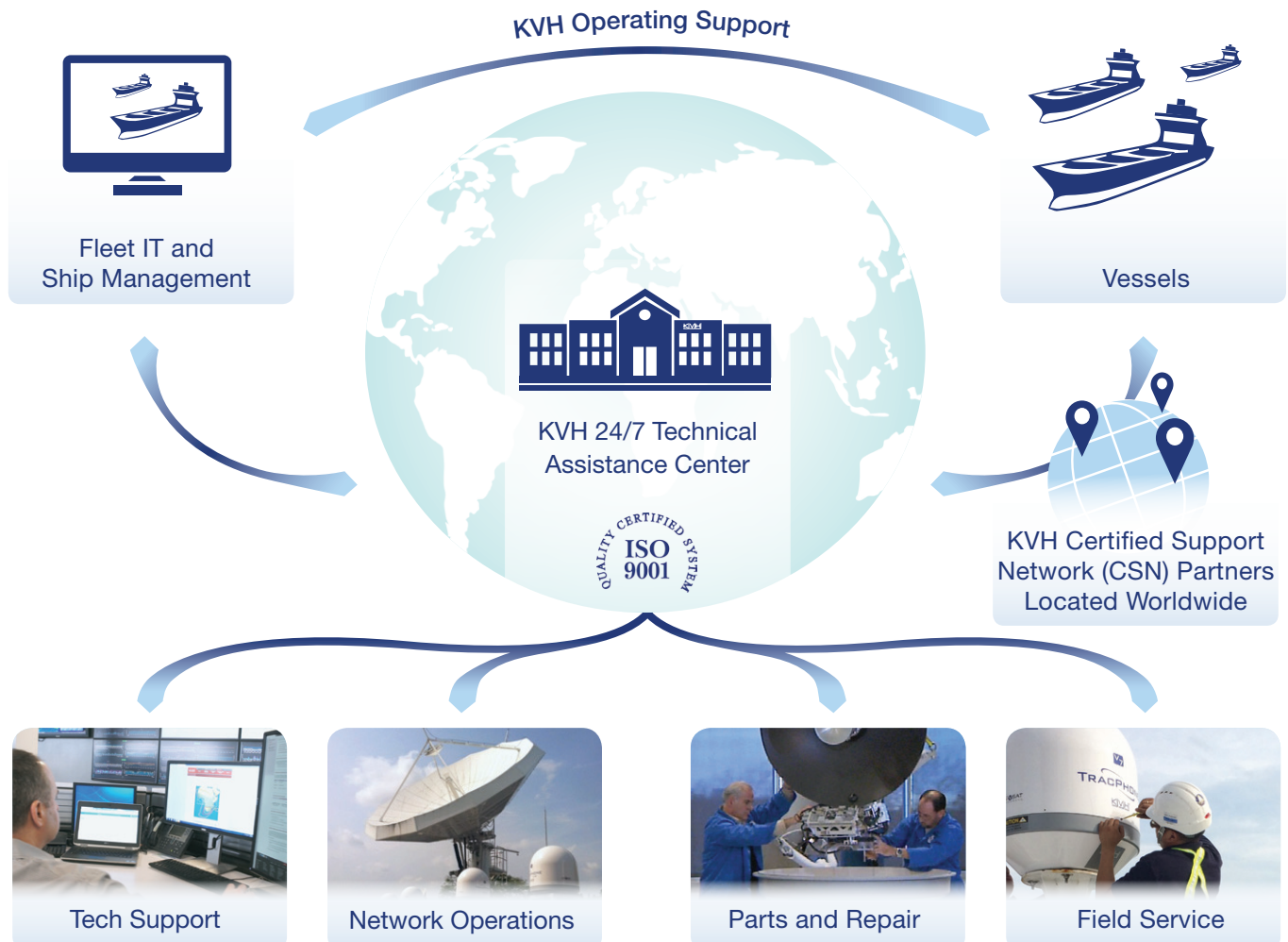
Solution Deployment

Coordinates landside and on-vessel equipment installation, all timed to what's most convenient for you, to minimize downtime and ensure you're ready to sail.



Operating Support

Focuses on the long-term health of your SATCOM investment. Services are designed to maximize availability, minimize total cost of ownership, and provide you with peace of mind.





Application Engineering – Collaborating with your team to ensure the proposed solution meets your needs, now and in the future

Our application engineers will work with your team to understand your business and technical requirements, to catalog any existing infrastructure and applications, and to anticipate your needs for the future.

The Application Engineering process covers ship operations, landside connections and networking, cybersecurity needs for data and network protection, and crew welfare considerations. This ensures that the right combination of system elements and configurations has been evaluated, chosen, and specified.



Image courtesy of Kirby Corporation

“ We came to KVH for an integrated solution for the new builds in our fleet, including network management to set a weekly allocation for crew use of email and Internet. KVH laid out what it could offer with the TracPhone® V11IP and its integrated CommBox™ Network Manager. They set up training with our IT staff in Vancouver, and one of their application engineers worked with us to make sure everything was meeting our needs. KVH’s Application Engineering team came up with great creative solutions. The service is phenomenal. ”

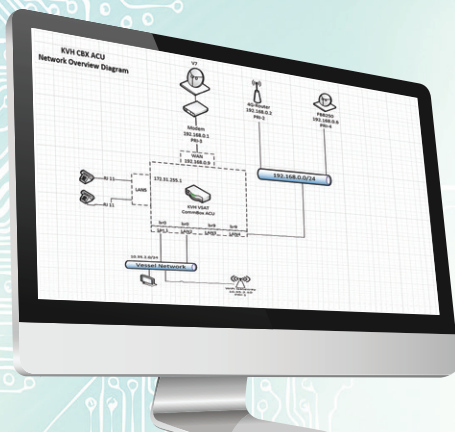
Bas Rijniersce, Director, IT Seaspan Ship Management

Pre-sale Solution Consulting

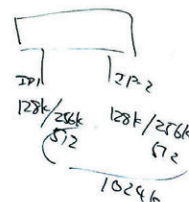
- Requirements capture
- Proposed solution design
- Prototype development
- Validation testing

Pre-deployment Activities

- Equipment and network configuration
- Coordination of landside and vessel network integration
- Solution quality management



128k/1024k: Total



IP1: 512k/100
 IP2: 512k/10 (SMP)
 ↓
 IP1: 512k/
 IP2: 512k/
 SMP
 → 512/1024
 → 512/1024
 P/L: 009
 F/L: Current-1





Solution Deployment – Planning, supervision, and coordination of landside network configuration and shipside installation

During Solution Deployment, we'll coordinate landside IT infrastructure build out, network configuration, and shipside equipment installation. We'll ensure it is all timed to what's most convenient for you, whether that's during the build cycle, an annual maintenance period, or a port visit.

Your KVH application engineer will work with the highly trained members of our global Certified Support Network (CSN) so you have a single point of contact throughout the implementation process. The onboard installation includes these key steps:

- A thorough site survey
- The development of an installation plan
- Documentation of the plan
- Vessel preparation, including pedestal fabrication, "hot work" for deck and bulkhead penetrations, and bulk cable runs through the vessel
- Abovedecks and belowdecks equipment installation, testing, and certification
- Initial training for your technical staff and crew as appropriate

This complete approach delivers a system that meets your needs, is fully functional, and is ready for the next voyage. That's guaranteed solution performance.

“ KVH was the only company that designs, manufactures, owns, operates, and supports the end solution.

We found that KVH has a very strong quality assurance focus and prioritizes customer requirements throughout the design, installation and post installation processes. ”

*Jeff Schaal, IT Director
Sause Bros., Portland, OR*

Solution Deployment Process

Factory Direct Project Management

- Single point of contact for single vessel or global fleet fit up
- 24/7 global support for complex integrated solutions

Landside IT Infrastructure Buildout

- Server setup & connectivity testing
- Replicated onboard terminal for testing, training & troubleshooting

Network Configuration

- IP scheme & routing architecture
- Cybersecurity & information assurance configuration

Shipside Terminal Installation

- Vessel site survey & installation plan development
- Logistics support for equipment delivery to install site
- Above/belowdecks installation & configuration
- Service commissioning
- Initial user training & hand-over





Operating Support – Options that maximize availability, minimize total cost of ownership, and provide you with peace of mind

Technical Assistance Packages

Choose one of three cost-effective packages that are tailored to ensure that you have the right level of technical support for your chosen solution, wherever you might operate.

Think of the **Standard Package** as an extension of your mini-VSAT Broadband airtime plan. It provides the following services:

- 24/7/365 technical support for your KVH TracPhone ViP-series system, via local access numbers around the world
- Support lines staffed by knowledgeable KVH team members, backed by translation services for 100+ languages
- Software maintenance and upgrades
- Onboard repair scheduling and event coordination
- Scheduling of optional annual preventative maintenance checks
- An annual airtime service review that includes a customized airtime service analysis and report, and a review of any recommendations resulting from your optional preventative maintenance check

The **Premium Package** provides all the services of the Standard Package, plus expanded coverage for other KVH or third-party equipment and services that are part of your KVH-deployed solution.

The comprehensive **Global Package** adds valuable remote port repair coverage, in addition to all of the features of the Standard and Premium packages.

“Your service team is a real asset to the KVH company. At most companies, service and support is an afterthought. The telco and communications industry usually don't do a great job on customer support. You folks really nail it.”

*James Hamilton, Owner
M/V Dirona, Nordhavn 52*

Preventative Maintenance Checks

As with any sophisticated technology, especially when exposed to the harsh environment of the sea, your TracPhone and other systems can benefit from periodic preventative maintenance checks to maximize uptime and identify possible failure modes before they impact critical operations.

This optional service includes inspections of all onboard equipment covered by your technical assistance package, making this a valuable way to make your operating costs predictable, and to ensure the highest levels of ongoing availability and reliability. Talk to a KVH service expert about purchasing a preventative maintenance check either as a standalone annual service or as part of your complete airtime and service bundle.

Extended Warranty Coverage

Our standard mini-VSAT Broadband system warranty of two years' parts and labor is among the best in the industry. Choosing an optional Extended Warranty enables you to protect your investment for a period of up to five years from initial activation.

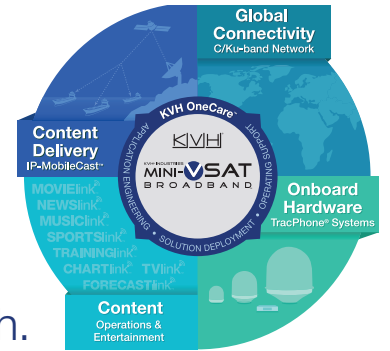




The “Bottom Line”

Every mission-critical system on every vessel in your fleet contributes to business effectiveness and profitability. Every one of those systems deserves and needs periodic attention to ensure maximum performance. Your satellite communications system is no exception. Maximize your mini-VSAT Broadband investment with KVH OneCare services.

The Power of One – A complete solution, from your dedicated partner



Your job and your business are complicated enough.

With KVH you receive the benefit of a single-partner solution that covers hardware, connectivity, content, and content delivery, all backed by a comprehensive and flexible set of global support services.

A single global partner, a complete solution, and a single point of contact add up to a value-packed way to address your business challenges. That's KVH mini-VSAT Broadband – that's the Power of One.

KVH Certified Support Network (CSN)



KVH Consigned Inventory Locations

- | | | |
|----------------------------------|----------------------------|---------------------------------|
| 1. Dutch Harbor, Alaska, USA | 7. Panama City, Panama | 13. Milan, Italy |
| 2. Seattle, Washington, USA | 8. Macaé, Brazil | 14. Dubai, United Arab Emirates |
| 3. Houston, Texas, USA | 9. Aberdeen, Scotland | 15. Cape Town, South Africa |
| 4. New Orleans, Louisiana, USA | 10. Gdynia, Poland | 16. Singapore |
| 5. Middletown, Rhode Island, USA | 11. Kokkedal, Denmark | 17. Tokyo, Japan |
| 6. St. Thomas, US Virgin Islands | 12. Rotterdam, Netherlands | 18. Sydney, Australia |

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www.kvh.com/onecare



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