

mini-VSAT BroadbandSM



GlobalCare Premium Support Program

Eligible Products

- TracPhone[®] V7
- TracPhone[®] V3
- Integrated TracPhone V-Series/CommBox[™]

Program Features & Highlights

- Global premium support program designed for mini-VSAT Broadband users with critical connectivity needs 24/7/365
- Convenient, dedicated hotline to call for hardware, airtime service,* or network connectivity issues
- Remote diagnostics with coordinated global support network

GlobalCare's dedicated team of professionals specialize in:

- Overall system technical support
- Network operations
- IT and VSAT maritime application engineering
- Airtime service activation and accounting*
- Field service and spare parts coordination
- Global parts distribution
- Factory repair

What does GlobalCare Cover?

- Extended product warranty for up to 5 years from date of system activation, including parts, labor, and technician travel
- KVH-managed response to service issues and hardware repairs, including remote diagnostics and coordination with authorized technicians
- Rapid resolution of airtime service and network connectivity issues*
- Onboard hardware repair and, if necessary, replacement

* Airtime activation and billing issues are addressed by KVH's Airtime Services Group during normal business hours.

The Peace of Mind that Comes with Premium Support

We know how important your KVH mini-VSAT Broadband service is to your operations. You rely on the network and its compatible TracPhone systems for fast, affordable broadband connections and crystal-clear voice service. When our ships are at sea, you want to be sure that there are no interruptions to your mission- and business-critical applications. When service is required, you need to know that it will be fast, efficient, and that your at-sea communications will be up and running quickly.



Introducing KVH GlobalCare

That's why KVH offers GlobalCare, a premium support program designed to meet our commercial customers' demanding service needs in ports around the globe. With GlobalCare, you can connect to our GlobalCare Center 24/7/365. It doesn't matter if the issue is with the airtime service, antenna, modem, or third-party application. You simply call one of our dedicated hotline numbers to be connected to our worldwide service network. Highly trained KVH technical specialists will provide complete support for your mini-VSAT-compatible TracPhone satellite communications solution along with any integrated KVH CommBox hardware.

Premium Service Whenever or Wherever You Need It

Experiencing a technical issue at sea? Why wait until you reach port to get it diagnosed? With GlobalCare, KVH technicians are available 24/7/365 to troubleshoot your mini-VSAT-compatible hardware remotely. KVH's experts will make every effort to arrange to have a technician waiting for your vessel with necessary components when you reach port, saving you time and money. Insure your SATCOM investment by purchasing GlobalCare coverage for each of your TracPhone systems for up to 5 years of end-to-end coverage.

You depend on mini-VSAT Broadband and its suite of mobile SATCOM hardware to keep your business operations connected at sea. Sign up for GlobalCare today to protect your investment and critical communications with the most comprehensive coverage available, only from KVH!

The GlobalCare Advantage

KVH's GlobalCare Premium Support Program offers an unmatched level of support and responsiveness when you experience a technical issue. It's a great way to guarantee your investment in outstanding satellite communications with an extended warranty and premium service.**

Benefits to You	GlobalCare	Basic Warranty
Warranty Coverage	Up to 5 years parts and labor	Visit www.kvh.com/warranty for country-specific terms
Software Update Coverage	Software updates available to subscribers for installation at their convenience; GlobalCare Center-coordinated support available on an as-needed basis	Software available via local dealer, distributor, or selling party; service and travel fees may apply
Troubleshooting & Diagnosis	KVH-conducted remote diagnosis while vessel is at sea	Local CSN technician in port
Limited Travel Reimbursement for Onboard Service	Up to 5 years	Visit www.kvh.com/warranty for country-specific terms
Point of Contact for Service	Service response coordinated with the authorized technician by the GlobalCare Center	Referral to nearest dealer upon customer request
Service Hours	24/7/365	Standard KVH technical support or local CSN technician's business hours
Translation Assistance	Support for 150+ languages	Local CSN technician's language only
IP Network Support	Coordination with other service/hardware providers	Limited to KVH hardware only
Replacement Systems in Advance	Available when appropriate for up to 5 years	Within first 30 days of installation

** For complete terms and conditions, please refer to the KVH GlobalCare Premium Support Program Agreement.

Purchasing GlobalCare for your TracPhone hardware or TracPhone/CommBox integrated solution

Leasing or Purchasing? Adding GlobalCare coverage is quick and easy. Best of all, you can add it at any time within 2 years of activating your TracPhone system and airtime subscription!

Add GlobalCare to a TracPhone V7, TracPhone V3, or integrated TracPhone V-series/CommBox system purchase:	Cost Per Month:
Up to 30 days after system activation	\$195
2-12 months after system activation	\$295
13-24 months after system activation	\$395

For more information, contact KVH Airtime Services or visit www.kvh.com/globalcare today!



www.minivsat.com



www.kvh.com



KVH Industries, Inc.
World Headquarters
Middletown, RI U.S.A.
Tel: +1 401 847 3327 Fax: +1 401 849 0045
E-mail: info@kvh.com

KVH Industries A/S
EMEA Headquarters
Kokkedal, Denmark
Tel: +45 45 160 180 Fax: +45 45 160 181
E-mail: info@emea.kvh.com

Remote Satellite Systems International
1455 N. Dutton, Suite A.
Santa Rosa, CA 95401
(888) 989-8199
www.remotesatellite.com