



KVH Starlink service and support contract terms are month-to-month. There are ***NO charges during KVH Starlink service pause periods***. Starlink data service & support starts at \$299/month (\$250 Mobile Priority data plan + \$49 OneCare service & support fee), which includes:

- 50 GB of mobile priority data
- Free unlimited mobile land data
- Option to opt in for additional mobile priority data at sea for \$2/GB
- Unlimited data plan and/or support plan changes or pause periods
- The following benefits **from KVH**:

Starlink Hardware, Service and Support	
From KVH	From Starlink.com
Flat High Performance kits (with or without router), Standard and Standard Actuated antenna kits, plus spare parts and accessories in stock with same-day shipping/pickup available	Lead times vary
Ship to address dictated by customer	Ship to address must be credit card billing address
KVH PN 72-1048 Flat High Performance kit available with Gen 3 Wi-Fi Router with ethernet connections built in	Kit does NOT include Wi-Fi router; must open a support case to order separately after placing kit order
Monthly billing starts when the customer chooses to activate	Monthly billing starts after hardware ships
Monthly service is billed in arrears with choice or auto or manual pay via credit card, check, or wire transfer/ACH	Monthly service is automatically charged via credit card at the beginning of each month
Complimentary plan choice consultations & activation assistance available via starlinkactivations@kvh.com	N/A
24/7/365 live airtime and technical support	No live support (case response time varies)
Local warranty administration with replacement systems in advance, shipped to customer-specified address; same day shipping available	Shipments can only be to the billing address on the credit card that placed the original order; lead times vary
Option to purchase parts and labor warranty	Parts only warranty
Warranty starts at activation date (up to 24 months)	Warranty starts at purchase date (up to 24 months)

KVH is an authorized reseller of Starlink hardware and data. KVH also offers the below OneCare Service and Support Plans, providing access to our 24/7/365 live technical support & airtime teams, plus local warranty administration with additional benefits available. Please see the below service details and pricing for more information.

Starlink Mobile Priority Data Plan	Monthly Subscription	Overage Fee**
50 GB/month	\$250	\$2/GB
100 GB/month	\$350	
300 GB/month	\$500	
600 GB/month	\$800	
1,000 GB/month	\$1,000	
2,500 GB/month*	\$3,000	
5,000 GB/month*	\$5,000	
10,000 GB/month*	\$10,000	
15,000 GB/month*	\$15,000	
Unlimited	\$25,000	
One-time Activation Fee	\$200	

*Plan supports dual antennas sharing one plan for redundancy or blockage, not simultaneous data consumption.

**Overage fees will only be incurred if the customer has opted in for Mobile Priority data overages, after the monthly Mobile Priority data allowance has been consumed. If opted out for overages, customers in the blue Starlink land coverage area (Starlink.com/map) will receive free unlimited land Mobile data after the monthly Mobile Priority data allowance has been consumed.

Data plan, OneCare Service & Support Plan and suspensions can be changed in monthly increments by contacting KVH Airtime Services 24/7/365.

Our technical support team will provide live, 24/7/365 support for KVH Starlink customers. Support will include opening and closing tickets and status reporting on uplink/downlink, latency, ping drop, signal quality, obstructions, usage, and location. We will also administer the standard Starlink warranty, which is in effect for two years following shipping or one year following activation, whichever is longer. KVH Starlink customers must choose one of these monthly KVH OneCare Service and Support Plans for months they're not suspended:

Benefits	Essential \$49/mo	Standard \$149/mo	Premier \$299/mo	Premier+ \$499/mo
24/7/365 Tier 1 Technical Support	X	X	X	X
Warranty Administration	X	X	X	X
Service Event Scheduling & Coordination		X	X	X
Standard Warranty Labor (up to 4 hours)		X	X	X
Access to KVH's Unit In Advance Program (KVH standard T&Cs apply)	X	X	X	X
VIP prioritized tech support & airtime service phone queue			X	X
Tech support email and case prioritization			X	X
KVH Airtime email and case prioritization			X	X
Technician Travel (at KVH's discretion)				X
Extended Warranty (parts & onboard labor up to 4 hours)				X
Rigging/ Tender /Crane				X
Two-way economy air freight				X
Import Duties				X

KVH Starlink terminals are associated with KVH's account and cannot be activated by other airtime resellers, including Starlink, unless the terminal is unlocked. KVH will charge a \$249 fee to unlock a KVH-supplied Starlink terminal. Contact orders@kvh.com for more details.