



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 data plan + \$49 OneCare service & support fee), which includes:

- 50 GB of mobile priority data
- Unlimited mobile land data
- Option to opt in for additional mobile priority data at sea for \$2.79/GB
- Unlimited data plan and/or support plan changes or pause periods
- All the below benefits **from KVH!**

| Starlink High Performance Flat Maritime Terminal | |
|--|---|
| From KVH | From Starlink.com |
| 72-1048 Flat High Power Maritime antenna kits in stock in RI and FL with same-day shipping/pickup available | Lead times vary |
| Ship to address dictated by customer; no sales tax! | Ship to address must be credit card billing address; sales tax added |
| Kit includes Flat HP Maritime antenna, wedge mount, power supply, Wi-Fi router, ethernet adapter for automatic switching, 25m and 8m PoE cables | Kit does NOT include ethernet adapter nor 25m PoE cable; must open a support case to order separately after placing kit order |
| Optional accessories in stock (i.e. pipe mount adapter, MTA for 2 Voice over IP lines, etc.) can be ordered at the same time as kit | N/A |
| Monthly billing starts when 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 boat's current location; 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 and/or extended 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 official reseller of Starlink High Performance Maritime Terminals and activates service for Starlink’s Mobile Priority Maritime data plans. KVH also offers the below OneCare Service and Support Plans for Starlink, 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 | \$2.79/GB |
| 1,000 GB/month | \$1,000 | |
| 5,000 GB/month** | \$5,000 | |
| One-time Activation Fee* | \$200 | |

*These KVH charges are the same charges for direct Starlink.com customers.

**KVH will support both one- and two-antenna configurations for the 5,000 GB/month plan; this is the only plan that can be shared between two antennas.

***Overage fees will only be incurred if the customer has opted in for overages, after the monthly Mobile Priority Data allowance has been consumed. If opted out for overages, customers near land will continue to receive unlimited Mobile Data after the monthly Mobile Priority Data allowance has been consumed.

Data plan, OneCare Service & Support Plan, data suspensions, and overage opt in/out status 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 the below monthly KVH OneCare Service and Support Plans for Starlink.

| 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 terms & conditions 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.