



KVH Launches New Web Site for Enhanced Customer, Dealer, and Investor Support

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MIDDLETOWN, R.I., Nov 12, 2001 (BUSINESS WIRE) -- Reaffirming its commitment to providing world-class support, KVH Industries (Nasdaq: KVHI) has unveiled the completely revamped www.KVH.com. Offering enhanced product and technical information, expanded news and coverage of company projects, and a fully interactive customer support database, the new www.KVH.com has been designed to make information easily accessible for customers, dealers, investors, and the media, as well as showcase the company's new initiatives and award-winning products.

"Over the past 5 years, we've seen our stakeholders transition to the Internet as their preferred source of information about our products and our company," commented Jim Dodez, vice president of marketing. "The goal of our first web site was to try and make all of our publicly distributed printed materials, such as brochures, technical manuals, and press releases, available electronically. With our new web site, we're trying to take another step forward and make www.KVH.com an integral part of our customer support program. We've created an interactive knowledge base that not only provides easy access to everything we print, but also provides customers, dealers, and investors with an easy way to find answers to any question they might have about our company or products."

At the heart of www.KVH.com's customer support capabilities are its content-sensitive Frequently Asked Questions (FAQs) and a constantly expanding and fully accessible database of technical, product, and company information. As a result, a customer viewing a particular product page need only click on the "FAQ" button to access those FAQs relating to the product. In addition, the customer support engine permits visitors to www.KVH.com to carry out searches based on a variety of topics and common terms as well as submit questions that are quickly routed to the department and KVH staffmember best able to address the problem. As those questions are answered, they are also added to the database, building on KVH's knowledge base through the use of questions raised by KVH's own customers.

To view KVH's new on-line presence, visit <http://www.KVH.com>.

KVH Industries, Inc., is a leading provider of innovative high-bandwidth communications products. Using proprietary fiber optic and satellite antenna technology, the company is developing next-generation systems with greater precision, durability, and versatility for communications, navigation, and industrial applications. An ISO 9001-registered company, KVH has headquarters in Middletown, Rhode Island, with a fiber optic manufacturing facility in Illinois, and a European sales, marketing and support office in Hoersholm, Denmark.

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