



## **KVH's "World-class" Customer Service Wins NorthFace Award for Customer Satisfaction; KVH Recognized with International Award Based on Customer Votes in First Year of Eligibility; Lauded for Exceeding Expectations**

March 30, 2006

MIDDLETOWN, R.I.--(BUSINESS WIRE)--March 30, 2006--The votes are in and the clear winners are KVH Industries' customers as the Middletown, RI manufacturer of mobile satellite and Internet technology (Nasdaq: KVHI) was named a winner of the 2006 NorthFace ScoreBoard Award for Customer Satisfaction. Created by the Omega Management Group Corporation, the NorthFace Awards are based on direct feedback from customers and single out companies that offer world-class service and support in areas such as technical support, field service, sales process, customer service, product quality, account management and training.

"The NorthFace ScoreBoard Awards recognize organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," explained John Alexander Maraganis, Omega's president and chief executive officer. "Due to its unique 'customer-only vote' criteria, the NorthFace ScoreBoard Award has been viewed from its inception in 2000 as the only true objective benchmark for recognizing excellence in customer service. Our research indicates that companies that consistently achieve a 4.0 rating or above are succeeding in locking in profitable, long-term customer relationships, and this significantly raises the bar on their competitors."

Commenting on the award, Martin Kits van Heyningen, KVH's president and chief executive officer, said, "I strongly believe that our success in becoming the leader in the mobile satellite TV and communication markets is that our top priority has always been to ensure that our customers are happy with their KVH products. Our commitment and investment extend to making certain that our customers receive the support and service they deserve. That support is in evidence in all facets of our business ranging from our fully staffed call center, comprehensive technical and customer support, award-winning documentation and website, ISO 9001:2000 certified quality systems, and international dealer training programs. It is very gratifying to receive the NorthFace Award and the distinction that comes with it. However, it is even more satisfying to know that our customers believe we are doing the best possible job to make their experience with KVH products a positive one."

Omega's methodology measures customer satisfaction levels for all clients on a 5-point scale at least twice during the year in such categories as technical support, field service, sales process, customer service, product quality, account management and training. The NorthFace ScoreBoard Award winners are companies who, based on survey responses from their own customers, achieved a 4.0 or above out of a possible 5.0 score in any category measured.

The NorthFace Award is the most recent recognition granted KVH by industry members and consumers. KVH is also the winner of the prestigious General Motors Innovative Design Award, the CES Innovation Award, and 21 National Marine Electronics Association "Best Product" awards, and was also named a finalist for the Automotive News PACE Award.

Additional information about KVH's award-winning consumer products may be found at <http://www.tracvision.com> and <http://www.tracphone.com>.

Note to editors: High-resolution, press-ready images of KVH products, executives, and facilities are available for download and editorial use at <http://press.kvh.com>.

About KVH Industries, Inc.

Middletown, RI-based KVH Industries, Inc., is a leading provider of in-motion satellite TV and communication systems, having designed, manufactured, and sold more than 100,000 mobile satellite antennas for applications on boats, RVs, trucks, buses, and automobiles. KVH's mission is to connect mobile customers with the same digital television entertainment, communications, and Internet services that they enjoy in their home and offices. For more information, visit <http://www.kvh.com>.

This release may contain certain forward-looking statements that involve risks and uncertainties. Forward-looking statements include, for example, the functionality, characteristics, quality and performance of KVH's products and technology; and customer preferences, requirements and expectations. The actual results could differ materially. Factors that may cause such differences include, among others, those discussed in KVH's most recent annual report on Form 10-K filed with the SEC. KVH assumes no obligation to update its forward-looking statements to reflect new information or developments.

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CONTACT: KVH Industries  
Chris Watson, 401-845-8138  
[cwatson@kvh.com](mailto:cwatson@kvh.com)

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