



KVH's New GlobalCare Program Offers Premier Support for TracPhone V7 Owners

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Vessels Equipped With TracPhone V7 and mini-VSAT Broadband Can Enjoy Dedicated, Priority Service From KVH in Thousands of Ports Worldwide

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Satellite communications are critical aboard commercial vessels, so high levels of service and support all over the globe are important for the crew aboard these vessels as well as the businesses they serve. With this in mind, KVH Industries, Inc. (Nasdaq:KVHI) now offers a service designed especially for its customers in this industry -- the GlobalCare Premium Support Program for the TracPhone(R) V7. Now, owners of the TracPhone V7 satellite communications system can subscribe to this extended and expanded service plan that includes up to 5 years of warranty coverage as well as priority response, 24 hours per day, 7 days per week, and 365 days per year. The service is accessed via a dedicated hotline and includes KVH-coordinated on-vessel service from qualified marine electronics professionals in thousands of ports around the world.

"While KVH already offers the best standard warranty in the industry, we know some vessels and businesses have critical connectivity needs and, as a result, may want an added level of service and support. It is especially imperative that we offer premium service to our commercial fleet customers, who rely on satellite communications for business operations as well as crew morale and retention," says Jeff Greer, KVH's vice president of operations for satellite products. "The new GlobalCare program provides service in thousands of ports, along with real-time service coordination and remote diagnostics from our GlobalCare Center to maximize the uptime for our customers on the powerful mini-VSAT Broadband(SM) network."

GlobalCare offers a wide range of benefits for TracPhone V7 users via a dedicated technical support telephone hotline and e-mail address. GlobalCare subscribers will enjoy benefits like parts and labor warranty coverage for up to five years, enhanced support including KVH-initiated coordination of onboard service calls, remote diagnostics, onboard hardware repair (including replacement when necessary), rapid resolution of airtime service and network connectivity issues, and translation assistance when needed. GlobalCare is included with all existing and new TracPhone V7 lease packages and is available as an option for customers purchasing the TracPhone V7.

The mini-VSAT Broadband network was designed from the ground up to be the first next-generation maritime satellite communications solution. Offering service and performance superior to traditional maritime VSAT services through a global spread spectrum satellite network, it also includes the rugged KVH TracPhone V7, the first FCC-approved 24-inch (60 cm) VSAT antenna. The seamless worldwide network is delivered by eleven satellite transponders and eight secure earth stations and offers voice service and Internet access as fast as 512 Kbps (upload) and 2 Mbps (download) with significant cost savings compared to competing services.

Please visit www.kvh.com/globalcare for complete details about the new GlobalCare Premium Support Program, including pricing information and a new datasheet.

Note to Editors: High-resolution, press-ready images of the TracPhone V7 are available at <http://press.kvh.com> for download and editorial use.

About KVH Industries, Inc.

Middletown, RI-based KVH Industries, Inc., and its wholly owned subsidiary, KVH Europe A/S, are leading providers of in-motion satellite TV and communications systems, having designed, manufactured, and sold more than 150,000 mobile satellite antennas for applications on vessels, vehicles, and aircraft. KVH's mission is to connect mobile customers around the globe with the same digital television entertainment, communications, and Internet services that they enjoy in their homes and offices.

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