



## Sales Bulletin

Date: 20 April 2020

To: Authorized Marine TracPhone Dealers, Distributors, and Service Providers

From: KVH Satellite Sales Group

Subject: **KVH Elite Now Available for Mediterranean Region**

KVH is expanding its KVH Elite service to support leisure marine customers equipped with either a TracPhone® V7-HTS or V11-HTS for the 2020 Mediterranean yachting season.

Launched in November 2019, KVH Elite provides yachts in the Caribbean and Florida region unlimited HD-quality streaming service with speeds as fast as 20/3 Mbps at fixed weekly or monthly rates.

KVH Superyacht Group is now accepting reservations for KVH Elite Mediterranean service, with availability beginning 1 June 2020. Both the Caribbean/Florida and Mediterranean service are available for USD\$3,000 per week or USD\$10,000 per month.

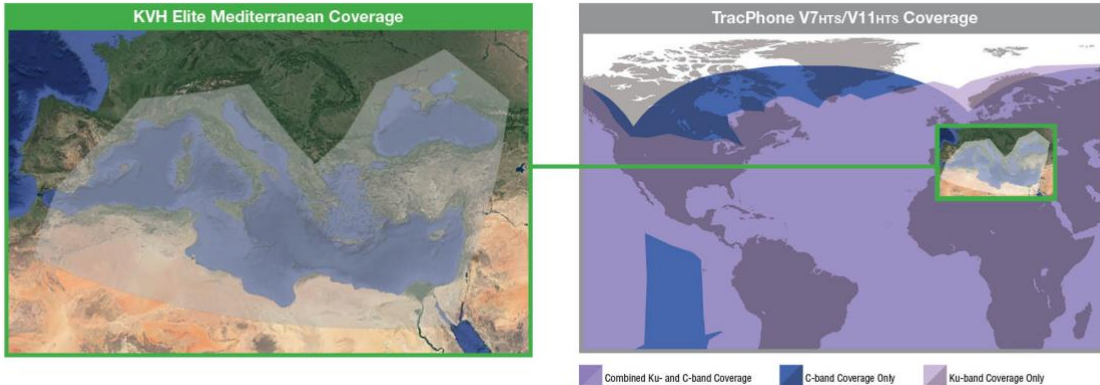
### What does KVH Elite offer?

- Regional dedicated VSAT service featuring prioritized bandwidth for HD-quality streaming
- Unlimited high-speed service with no overages or usage limits
- Download speeds as fast as 20 Mbps (TracPhone V11-HTS) or 10 Mbps (TracPhone V7-HTS)
- Available as a fixed weekly (7 day) or monthly (30 day) subscription with daily rates available for reservations extending beyond 7 days.
- Unlimited use data channel functionality

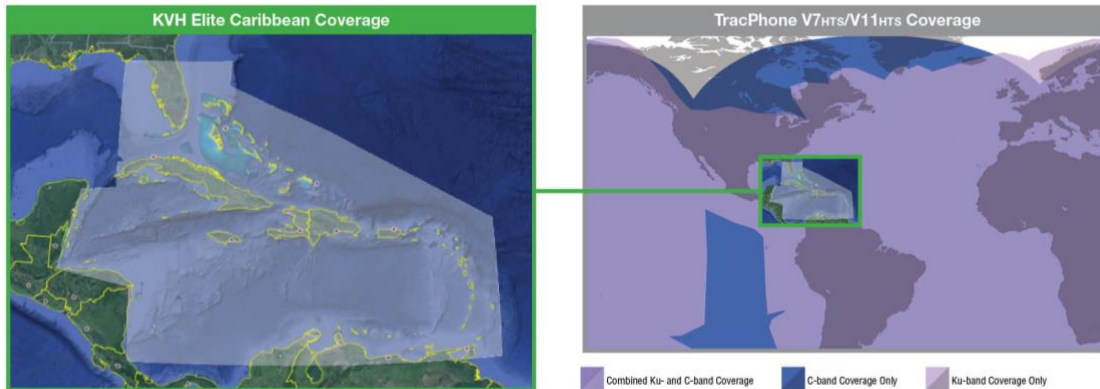


### KVH Elite Mediterranean Coverage Area

KVH Elite is available for the Mediterranean region beginning 1 June 2020.



### KVH Elite Caribbean Coverage Area



### Costs

- KVH Elite Pricing:
  - 7-day weekly plan USD\$3,000
  - 30-day monthly plan USD\$10,000
  - Additional single day KVH Elite service extensions may be added to weekly or monthly subscriptions at the daily rate of USD\$725.
- Note: Customers will still be charged for their UL plan but are permitted to select an alternate UL plan (e.g., the free UL1 plan) during a KVH Elite subscription.



## Ordering KVH Elite

- Reservations are subject to availability and can only be made through KVH Superyacht Group [elite@kvh.com](mailto:elite@kvh.com) or by calling +1 401-608-2233.
- The KVH Elite Service Order Form must be completed and processed for each subscription request (up to eight subscription periods may be scheduled on a single form).
- Please note there are separate KVH Elite Service Order Forms for the TracPhone V7-HTS and V11-HTS due to the different UL plan prices.

## KVH Elite Service for the Caribbean

- We are pleased to announce that KVH Elite service for the Caribbean will continue to be offered.

## KVH Elite and Category Controls

- The Category Control feature in mini-VSAT Manager will continue to operate during the KVH Elite subscription period.
- Customers are advised to review their Category Control settings for the duration of their KVH Elite subscription and will need to restore any modifications made to their original settings at the end of their KVH Elite subscription.
- KVH does not make Category Control changes on behalf of the Customer.

## Selected Terms and Conditions (see KVH Elite Service Order form for complete T&Cs)

- All reservations must be prepaid by credit card and will be billed prior to the start of the Elite subscription period. A Customer's past due balances for all KVH Services must be paid before a reservation for Elite will be accepted. Any failed billing attempt, including declined credit cards, will result in the loss of the reservation.
- KVH Elite is subject to availability and advanced reservations are required. With limited availability, it is recommended that reservations be made as early as possible before the desired subscription start date.
- After making a reservation, the Customer will be notified by email whether the reservation has been accepted by KVH.
- The Elite High Speed (HS) Data Rates of 20/3 Mbps (down/up) on TracPhone V11-HTS and 10/3 Mbps (down/up) on the TracPhone V7-HTS are plan maximums and may not be experienced at all times by all Customers, particularly during periods of heavy use.
- Customers who leave the KVH Elite coverage area during their KVH Elite subscription period will be switched to their standard HS/UL plans until they return to the Elite coverage area. In this circumstance KVH Elite subscription will not be extended or refunded.
- During the Elite subscription period, Customers will not be charged for the standard HS Rate Plan that they normally receive. They will be charged for the UL Rate Plan that they elect to receive during the KVH Elite subscription period, whether it is one of the UL Rate Plans that is available through the Elite service or their preexisting UL Rate Plan.
- KVH Elite Plans are billed either weekly or monthly (defined as 7 days and 30 days, respectively). A daily rate is available for reservations extending beyond 7 days. The daily extension rate is USD\$725.
- Following the end of each KVH Elite subscription period, Service will automatically revert to the Rate Plan Customer specified on the KVH Elite Service Order.



- mini-VSAT Manager functions, such as Category Controls, User Data Allocation, Vessel Tracking, etc., will still be active and available when KVH Elite service is active. However, because KVH Elite is an unlimited data service, Data Usage Alerts will be disabled for the duration of the KVH Elite subscription period and restored afterwards.

### **More Information**

KVH Elite resources (Datasheet, Charter sell sheet, and Training Slide Deck) are available on the [KVH Partner Portal](#) on KVH.com.

- For more information, please visit [www.kvh.com/elite](http://www.kvh.com/elite) or contact [elite@kvh.com](mailto:elite@kvh.com).