

# GIVE YOUR BUSINESS THE BEST SUPPORT.

*Make expert assistance part of your strategy for success.*

Kaspersky Lab's Maintenance Service Agreement (MSA) options provide superior support for all of your security needs. Protect your business with world-class assistance from our local team of certified engineers.

## Select plans include:

- A direct telephone line for priority support
- Dedicated Kaspersky Lab technical experts
- Extended hours for critical issues
- Proactive alerts to new threats

## MSA for Small and Medium Business

### MSA Start

Designed for smaller organizations that want additional help beyond standard break/fix support, as well as access to senior technical support resources.

- Priority support line for 6 premium incidents (business hours)
- Unlimited assistance with break/fix incidents
- One assigned customer technical contact
- Response priority over Standard Support
- All other Standard Support benefits

### MSA Plus

Designed for growing businesses that need fast access to senior technical resources and would benefit from deployment, configuration, migration and best practices assistance.

- Priority support line for 12 premium incidents (business hours)
- Two assigned customer technical contacts
- Response priority over Standard Support and MSA Start
- All other MSA Start benefits

## MSA for Enterprise

### MSA Business

Designed for organizations that require 24x7 support availability for critical issues, with direct access to senior technical engineers.

- 24/7 priority support line for highest level issues (holidays included)
- Four assigned customer technical contacts
- Response to highest level issues within 4 hours
- Assigned Technical Account Manager (TAM) team to ensure security
- All other MSA Plus benefits

### MSA Enterprise

Designed for large enterprises with complex environments that require dedicated, personalized, proactive support around the clock.

- Dedicated Technical Account Manager (TAM) services, including proactive troubleshooting and service updates
- Unlimited 24/7 support for select issue levels
- Health Check
- Included on-site assistance
- All other MSA Business benefits



# MSA Business

Designed for organizations that require 24x7 support availability for critical issues, with direct access to senior technical engineers.

- 24/7 priority support line for highest level issues (holidays included)
- Four assigned customer technical contacts
- Response to highest level issues within 4 hours
- Assigned Technical Account Manager (TAM) team to ensure security
- All other MSA Plus benefits

# MSA Enterprise

Designed for large enterprises with complex environments that require dedicated, personalized, proactive support around the clock.

- Dedicated Technical Account Manager (TAM) services, including proactive troubleshooting and service updates
- Unlimited 24/7 support for select issue levels
- Health Check
- Included on-site assistance
- All other MSA Business benefits

Support	Standard Support	MSA Business	MSA Enterprise
<b>Support Coverage</b> <i>Incident ID and Support:</i>			
Premium Incidents Per Year <sup>†</sup>	N/A	36	Unlimited
Assigned Customer Technical Contacts	N/A	4	8
Break/Fix Incidents <sup>††</sup>	Unlimited	Unlimited	Unlimited
<b>Support Availability</b> <i>Telephone Support:</i>			
Severity Level 1	Standard office hours	24x7x365	24x7x365
Severity Level 2	Standard office hours	Standard office hours	24x7x365
Severity Levels 3-4	Standard office hours	Standard office hours	Standard office hours
<b>Web Ticket and Live Chat Support:</b>			
All Severity Levels	24x7x365 Processed during office hours	24x7x365 Processed during office hours	24x7x365 Processed during office hours
<b>Response Time</b>			
Severity Level 1	N/A	4 hours	2 hours (30-minute callback)
Severity Levels 2-4	N/A	Level 2: 8 working hours, Level 3: 12 working hours, Level 4: 24 working hours	Level 2: 4 hours, Level 3: 12 working hours, Level 4: 24 working hours
<b>Remote Assistance</b>			
Availability by Level	No	All severity levels	All severity levels
<b>Enhanced Support Services</b> <i>Dedicated Security Contacts</i>			
Assigned Technical Account Manager (TAM) dedicated to maintaining your company's security through proactive troubleshooting and ongoing service updates	No	TAM Team (Senior team of engineers)	Dedicated TAM
<b>Detailed Security Assurance:</b>			
Quality Monitoring and Reporting	No	No	Yes
Review Call/Onsite Review	No	No	4 per year
Onsite Health Check (3rd Month)	No	No	1 day per year
Private Patching and Error Fixing	No	No	Yes
Priority Escalation of Support Requests	N/A	High	Highest

<sup>†</sup>Premium Incidents: More extensive than standard issues, premium incidents often require a walk through, a review of best practices or an advanced guided explanation.

<sup>††</sup>Break/Fix Incidents: Software errors or malfunctions, or software that is not working as documented.