

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 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 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 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 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

COMPARE KASPERSKY LAB'S SUPPORT SERVICE FEATURES:

Support	Standard Support	MSA Start	MSA Plus	MSA Business	MSA Enterprise
Support Coverage <i>Incident ID and Support:</i>					
Premium Incidents Per Year†	N/A	6	12	36	Unlimited
Assigned Customer Technical Contacts	N/A	1	2	4	8
Break/Fix Incidents††	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>					
Severity Level 1	Standard office hours	Standard office hours	Standard office hours	24x7x365	24x7x365
Severity Level 2	Standard office hours	Standard office hours	Standard office hours	Standard office hours	24x7x365
Severity Levels 3-4	Standard office hours	Standard office hours	Standard office hours	Standard office hours	Standard office hours
Web Ticket and Live Chat Support:					
All Severity Levels	24x7x365 Processed during office hours	24x7x365 Processed during office hours			
Response Time					
Severity Level 1	N/A	8 working hours	6 working hours	4 hours	2 hours (30-minute callback)
Severity Levels 2-4	N/A	N/A	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
Remote Assistance					
Availability by Level	No	All severity levels	All severity levels	All severity levels	All severity levels
Enhanced Support Services <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	No	No	TAM Team (Senior team of engineers)	Dedicated TAM
Detailed Security Assurance:					
Quality Monitoring and Reporting	No	No	No	No	Yes
Review Call	No	No	No	No	4 per year
Onsite Health Check (3rd Month)	No	No	No	No	1 day per year
Private Patching and Error Fixing	No	No	No	No	Yes
Priority Escalation of Support Requests	N/A	Basic	Medium	High	Highest

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

**Break/Fix Incidents: Software errors or malfunctions, or software that is not working as documented.



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

Support	Standard Support	MSA Start
Support Coverage <i>Incident ID and Support:</i>		
Premium Incidents Per Year†	N/A	6
Assigned Customer Technical Contacts	N/A	1
Break/Fix Incidents**	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>		
Severity Level 1	Standard office hours	Standard office hours
Severity Level 2	Standard office hours	Standard office hours
Severity Levels 3-4	Standard office hours	Standard office hours
Web Ticket and Live Chat Support:		
All Severity Levels	24x7x365 Processed during office hours	24x7x365 Processed during office hours
Response Time		
Severity Level 1	N/A	8 working hours
Severity Levels 2-4	N/A	N/A
Remote Assistance		
Availability by Level	No	All severity levels
Enhanced Support Services <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	No
Detailed Security Assurance:		
Quality Monitoring and Reporting	No	No
Review Call/Onsite Review	No	No
Onsite Health Check (3rd Month)	No	No
Private Patching and Error Fixing	No	No
Priority Escalation of Support Requests	N/A	Basic

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 **Break/Fix Incidents: Software errors or malfunctions, or software that is not working as documented.



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

Support	Standard Support	MSA Plus
Support Coverage <i>Incident ID and Support:</i>		
Premium Incidents Per Year†	N/A	12
Assigned Customer Technical Contacts	N/A	2
Break/Fix Incidents**	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>		
Severity Level 1	Standard office hours	Standard office hours
Severity Level 2	Standard office hours	Standard office hours
Severity Levels 3-4	Standard office hours	Standard office hours
Web Ticket and Live Chat Support:		
All Severity Levels	24x7x365 Processed during office hours	24x7x365 Processed during office hours
Response Time		
Severity Level 1	N/A	6 working hours
Severity Levels 2-4	N/A	N/A
Remote Assistance		
Availability by Level	No	All severity levels
Enhanced Support Services <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	No
Detailed Security Assurance:		
Quality Monitoring and Reporting	No	No
Review Call/Onsite Review	No	No
Onsite Health Check (3rd Month)	No	No
Private Patching and Error Fixing	No	No
Priority Escalation of Support Requests	N/A	Medium

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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

Support	Standard Support	MSA Business
Support Coverage <i>Incident ID and Support:</i>		
Premium Incidents Per Year [†]	N/A	36
Assigned Customer Technical Contacts	N/A	4
Break/Fix Incidents ^{††}	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>		
Severity Level 1	Standard office hours	24x7x365
Severity Level 2	Standard office hours	Standard office hours
Severity Levels 3-4	Standard office hours	Standard office hours
Web Ticket and Live Chat Support:		
All Severity Levels	24x7x365 Processed during office hours	24x7x365 Processed during office hours
Response Time		
Severity Level 1	N/A	4 hours
Severity Levels 2-4	N/A	Level 2: 8 working hours, Level 3: 12 working hours, Level 4: 24 working hours
Remote Assistance		
Availability by Level	No	All severity levels
Enhanced Support Services <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)
Detailed Security Assurance:		
Quality Monitoring and Reporting	No	No
Review Call/Onsite Review	No	No
Onsite Health Check (3rd Month)	No	No
Private Patching and Error Fixing	No	No
Priority Escalation of Support Requests	N/A	High

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^{††}Break/Fix Incidents: Software errors or malfunctions, or software that is not working as documented.



Support	Standard Support	MSA Enterprise
Support Coverage <i>Incident ID and Support:</i>		
Premium Incidents Per Year [†]	N/A	Unlimited
Assigned Customer Technical Contacts	N/A	8
Break/Fix Incidents ^{††}	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>		
Severity Level 1	Standard office hours	24x7x365
Severity Level 2	Standard office hours	24x7x365
Severity Levels 3-4	Standard office hours	Standard office hours
Web Ticket and Live Chat Support:		
All Severity Levels	24x7x365 Processed during office hours	24x7x365 Processed during office hours
Response Time		
Severity Level 1	N/A	2 hours (30-minute callback)
Severity Levels 2-4	N/A	Level 2: 4 hours, Level 3: 12 working hours, Level 4: 24 working hours
Remote Assistance		
Availability by Level	No	All severity levels
Enhanced Support Services <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	Dedicated TAM
Detailed Security Assurance:		
Quality Monitoring and Reporting	No	Yes
Review Call/Onsite Review	No	4 per year
Onsite Health Check (3rd Month)	No	1 day per year
Private Patching and Error Fixing	No	Yes
Priority Escalation of Support Requests	N/A	Highest

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
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