

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
- Remote 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 Incident ID and Support:					
Premium Incidents Per Year [†]	N/A	6	12	36	Unlimited
Assigned Customer Technical Contacts	N/A	1	2	4	8
Break/Fix Incidents ^{tt}	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Support Availability Telephone Support:					
Severity Level 1	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	24x7x365	24x7x365
Severity Level 2	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	24x7x365
Severity Levels 3-4	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday
Web Ticket and Live Chat Support:					
All Severity Levels	24x7x365 (Processed 9 am to 8 pm, M-F)				
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
Holiday Support:					
Severity Level 1	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	All holidays	All holidays
Severity Levels 2-4	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Level 2: All Holidays, Levels 3-4: Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day
Priority Line	No	Yes	Yes	Yes	Yes
Remote Assistance					
Availability by Level	No	All severity levels	All severity levels	All severity levels	All severity levels
Enhanced Support Services Dedicated Security Contacts					
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/Onsite Review	No	No	No	No	1 day per year
Remote Health Check (3rd Month)	No*	No*	No*	No*	2 hours included*
Private Patching and Error Fixing	No	No	No	No	Yes
Priority Escalation of Support Requests	N/A	Basic	Medium	High	Highest

^{*}Additional support available at an affordable rate.

†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 Incident ID and Support:		
Premium Incidents Per Year [†]	N/A	6
Assigned Customer Technical Contacts	N/A	1
Break/Fix Incidents ^{††}	Unlimited	Unlimited -
Support Availability Telephone Support:		
Severity Level 1	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday
Severity Level 2	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday
Severity Levels 3-4	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday
Web Ticket and Live Chat Support:		
All Severity Levels	24x7x365 (Processed 9 am to 8 pm, M-F)	24x7x365 (Processed 9 am to 8 pm, M-F)
Response Time		
Severity Level 1	N/A	8 working hours
Severity Levels 2-4	N/A	N/A
Holiday Support:		
Severity Level 1	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day
Severity Levels 2-4	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day
Priority Line	No	Yes
Remote Assistance		
Availability by Level	No	All severity levels
Enhanced Support Services Dedicated Security Contacts		
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
Remote Health Check (3rd Month)	No*	No*
Private Patching and Error Fixing	No	No
Priority Escalation of Support Requests	N/A	Basic

[†]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.

^{*}Additional support available at an affordable rate.

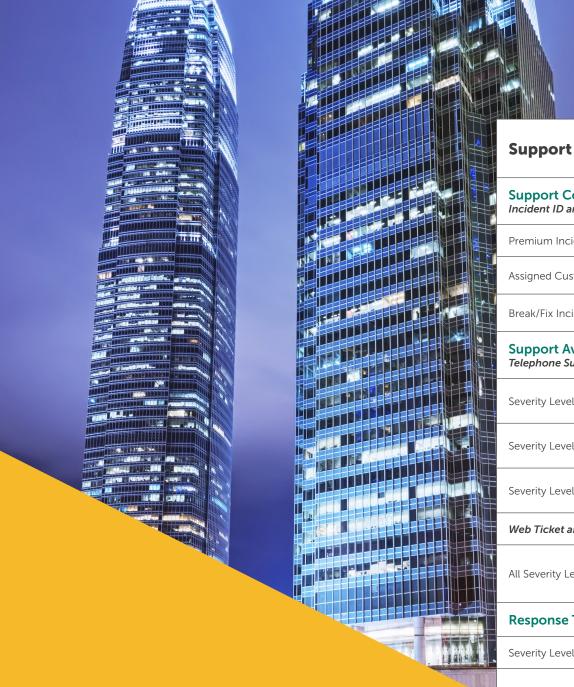


Designed for growing businesses that need fast access to senior technical resources and would benefit from deployment, configuration, migration and best practices assistance.

- 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 Incident ID and Support:			
Premium Incidents Per Year [†]	N/A	12	
Assigned Customer Technical Contacts	N/A	2	
Break/Fix Incidents ^{††}	Unlimited	Unlimited	
Support Availability Telephone Support:			
Severity Level 1	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	
Severity Level 2	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	
Severity Levels 3-4	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	
Web Ticket and Live Chat Support:			
All Severity Levels	24x7x365 (Processed 9 am to 8 pm, M-F)	24x7x365 (Processed 9 am to 8 pm, M-F)	
Response Time			
Severity Level 1	N/A	6 working hours	
Severity Levels 2-4	N/A	N/A	
Holiday Support:			
Severity Level 1	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	
Severity Levels 2-4	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	
Priority Line	No	Yes	
Remote Assistance		i i	
Availability by Level	No	All severity levels	
Enhanced Support Services Dedicated Security Contacts			
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	
Remote Health Check (3rd Month)	No*	No*	
Private Patching and Error Fixing	No	No	
Priority Escalation of Support Requests	N/A	Medium	

^{*}Additional support available at an affordable rate.



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 Incident ID and Support:			
Premium Incidents Per Year [†]	N/A	36	
Assigned Customer Technical Contacts	N/A	4	
Break/Fix Incidents ^{tt}	Unlimited	Unlimited	
Support Availability Telephone Support:			
Severity Level 1	9 am to 8 pm (ET) Monday - Friday	24x7x365	
Severity Level 2	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	
Severity Levels 3-4	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	
Web Ticket and Live Chat Support:			
All Severity Levels	24x7x365 (Processed 9 am to 8 pm, M-F)	24x7x365 (Processed 9 am to 8 pm, M-F)	
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	
Holiday Support:			
Severity Level 1	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	All holidays	
Severity Levels 2-4	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	
Priority Line	No	Yes	
Remote Assistance			
Availability by Level	No	All severity levels	
Enhanced Support Services Dedicated Security Contacts			
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	
Remote Health Check (3rd Month)	No*	No*	
Private Patching and Error Fixing	No	No	
Priority Escalation of Support Requests	N/A	High	

Standard Support

¹Premium 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.

^{*}Additional support available at an affordable rate.



MSA Enterprise

Designed for large enterprises with

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
- Remote health check
- Included on-site assistance
- All other MSA Business benefits

Support Coverage Incident ID and Support: Premium Incidents Per Year! Assigned Customer Technical Contacts N/A Break/Fix Incidents!! Unlimited Unlimited Unlimited Unlimited Unlimited Support Availability Telephone Support: Severity Level 1 Severity Level 2 9 am to 8 pm (ET) Monday - Friday Severity Levels 3-4 9 am to 8 pm (ET) Monday - Friday Web Ticket and Live Chat Support: All Severity Levels All Severity Levels Processed 9 am to 8 pm, M-F) Response Time Severity Level 1 N/A Severity Level 1 N/A Level 2 : 4 hours, Level 3: 12 working hours Invited Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day, Thanksgiving Level 2 - 4! Not available on Christmas, July 4, Labor Day, Thanksgiving Level 3: -4! Not available on Christmas, July 4, Labor Day, Thanksgiving Level 3: -4! Not available on Christmas, July 4, Labor Day, Thanksgiving Level 3: -4! Not available on Christmas, July 4, Labor Day, Thanksgiving Level 3: -4! Not available on Christmas, July 4, Labor Day, Thanksgiving Level 3: -4! Not available on Christmas, July 4, Labor Day, Thanksgiving Level 3: -4! Not available on Christmas, July 4, Labor Day, Thanksgiving Level 3: -4! Not available on Christmas, July 4, Labor Day, Thanksgiving Level 3: -4! Not available on Christmas, July 4, Labor Day, Thanksgiving Level 3: -4! Not available on Christmas, July 4, Labor Day, Thanksgiving			
Premium Incidents Per Year' N/A Unlimited	port	Standard Support	MSA Enterprise
Assigned Customer Technical Contacts Break/Fix Incidents¹¹ Support Availability Telephone Support: Severity Level 1 Severity Level 2 Severity Level 2 Severity Levels 3-4 All Severity Levels 4 All Severity Levels Severity Levels All Severity Levels All Severity Levels Response Time Severity Level 1 Severity Levels 2-4 Any A Bereak/Fix Incidents¹¹ Any A Contact Support: All Severity Levels All Severity Levels All Severity Levels Any A Contact Support: All Severity Levels Severity Level 1 Any A Contact Support Any A Contact Support All holiday Support: Severity Level 1 All holidays	ort Coverage nt ID and Support:		
Break/Fix Incidents** Unlimited	ım Incidents Per Year [†]	N/A	Unlimited
Support Availability Telephone Support: Severity Level 1 Severity Level 2 9 am to 8 pm (ET) Monday - Friday 24x7x365 Severity Levels 3-4 9 am to 8 pm (ET) Monday - Friday 10 Aut Severity Level 2-4 Nor Aut Boliday Level 2- Al Holidays Level 2	ed Customer Technical Contacts	N/A	8
Severity Level 1	Fix Incidents ^{††}	Unlimited	Unlimited
Severity Level 2 Severity Level 2 9 am to 8 pm (ET) Monday - Friday 24x7x365 Severity Levels 3-4 9 am to 8 pm (ET) Monday - Friday Web Ticket and Live Chat Support: All Severity Levels 24x7x365 (Processed 9 am to 8 pm, M-F) Response Time Severity Level 1 N/A Severity Level 1 N/A Severity Levels 2-4 N/A Level 2: 4 hours, Level 3: 12 working hours, Level 4: 24 working hours. Holiday Support: Severity Level 1 Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Line No No Yes Remote Assistance Availability by Level No All severity levels All holidays All holidays Level 2: All Holidays Level 3-4: Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day All severity levels All severity levels All severity levels			
Severity Levels 3-4 Severity Levels 3-4 Monday - Friday 9 am to 8 pm (ET) Monday - Friday Web Ticket and Live Chat Support: All Severity Levels Response Time Severity Level 1 Severity Levels 2-4 N/A Severity Levels 2-4 Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Line No All severity Level 2-4 Remote Assistance Availability by Level Pnanced Support Services Pam to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 9 am to 8 pm (ET) Monday - Friday 10 pam to 8 pm (ET) Monday 10 pam to 8 pm (ET) pam to Expressed 9 mm to 8 pm (ET) pam to Expressed 9 mm to 8 pm (ET) pam to Expressed 9 mm to 8 pm (ET) pam to Expressed 9 mm to 8 pm (ET) pam to 8 pm (ET)	y Level 1		24x7x365
Monday - Friday Web Ticket and Live Chat Support: All Severity Levels Processed 9 am to 8 pm, M-F) Response Time Severity Level 1 N/A Severity Levels 2-4 N/A Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Levels 2-4 Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Line Not Availability by Level Not Availability by Level Not Availability by Level Not Availability by Level Not All severity levels	y Level 2		24x7x365
All Severity Levels Response Time Severity Level 1 N/A Policiary Severity Level 2 - 4 Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Line Not Availability by Level Response Time N/A 2 hours (30 - minute callback (30 - minute callback) Level 3: 12 working hours, Level 4: 24 working hours Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Line No All severity levels Enhanced Support Services	y Levels 3-4		
All Severity Levels (Processed 9 am to 8 pm, M-F) Response Time Severity Level 1 N/A 2 hours (30-minute callback	icket and Live Chat Support:		
Severity Level 1 N/A 2 hours (30-minute callback Level 2: 4 hours, Level 3: 12 working hours, Level 4: 24 working hours Holiday Support: Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Levels 2-4 Remote Assistance Availability by Level No All severity levels Enhanced Support Services	erity Levels	(Processed 9 am	(Processed 9 am
Severity Levels 2-4 N/A Level 2: 4 hours, Level 3: 12 working hours, Level 4: 24 working hours Holiday Support: Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Levels 2-4 No No Yes Remote Assistance Availability by Level No All severity levels Enhanced Support Services	onse Time		
Severity Levels 2-4 N/A Level 3: 12 working hours, Level 4: 24 working hours, Level 4: 24 working hours Holiday Support: Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Line No Yes Remote Assistance Availability by Level No All severity levels Enhanced Support Services	y Level 1	N/A	2 hours (30-minute callback)
Severity Level 1 Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Line No Yes Remote Assistance Availability by Level No All severity levels Enhanced Support Services	y Levels 2-4	N/A	Level 3: 12 working hours, Level 4: 24
Severity Level 1 Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Level 2: All Holidays Levels 3-4: Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Line No Yes Remote Assistance Availability by Level No All severity levels Enhanced Support Services	y Support:		
Severity Levels 2-4 Severity Levels 2-4 Christmas, July 4, Labor Day, Thanksgiving and New Year's Day Priority Line No Yes Remote Assistance Available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day No Yes All severity levels Enhanced Support Services	y Level 1	Christmas, July 4, Labor Day, Thanksgiving	All holidays
Remote Assistance Availability by Level No All severity levels Enhanced Support Services	y Levels 2-4	Christmas, July 4, Labor Day, Thanksgiving	Level 2: All Holidays, Levels 3-4: Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day
Availability by Level No All severity levels Enhanced Support Services	, Line	No	Yes
Enhanced Support Services	ote Assistance		
	oility by Level	No	All severity levels
Assigned Technical Account Manager (TAM) dedicated to maintaining your company's security through proactive troubleshooting and ongoing service updates Dedicated TAM	dedicated to maintaining your any's security through proactive eshooting and ongoing service	No	Dedicated TAM
Detailed Security Assurance:	ed Security Assurance:		
Quality Monitoring and Reporting No Yes	/ Monitoring and Reporting	No	Yes
Review Call/Onsite Review No 1 day per year	/ Call/Onsite Review	No	1 day per year
Remote Health Check (3rd Month) No* 2 hours included*	e Health Check (3rd Month)	No*	2 hours included*
Private Patching and Error Fixing No Yes		No	Yes
Priority Escalation of Support Requests N/A Highest	Patching and Error Fixing		. 55

[†]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.

^{*}Additional support available at an affordable rate.