

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
- 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 <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	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)	24x7x365 (Processed 9 am to 8 pm, M-F)	24x7x365 (Processed 9 am to 8 pm, M-F)	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	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 <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/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.

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Call 1-866-563-3099 or email corporatesales@kaspersky.com today.



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	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 <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
Remote 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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MSA Plus

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- Two assigned customer technical contacts
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- All other MSA Start benefits

Support	Standard Support	MSA Plus
Support Coverage <i>Incident ID and Support:</i>		
Premium Incidents Per Year ¹	N/A	12
Assigned Customer Technical Contacts	N/A	2
Break/Fix Incidents ²	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>		
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		
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
Remote 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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Support	Standard Support	MSA Business
Support Coverage <i>Incident ID and Support:</i>		
Premium Incidents Per Year ¹	N/A	36
Assigned Customer Technical Contacts	N/A	4
Break/Fix Incidents ¹¹	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>		
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 <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
Remote 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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- Remote health check
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Support	Standard Support	MSA Enterprise
Support Coverage <i>Incident ID and Support:</i>		
Premium Incidents Per Year ¹	N/A	Unlimited
Assigned Customer Technical Contacts	N/A	8
Break/Fix Incidents ²	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>		
Severity Level 1	9 am to 8 pm (ET) Monday - Friday	24x7x365
Severity Level 2	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
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	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
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	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 <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	1 day per year
Remote Health Check (3rd Month)	No*	2 hours included*
Private Patching and Error Fixing	No	Yes
Priority Escalation of Support Requests	N/A	Highest

*Additional support available at an affordable rate.

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