

# kaspersky

# Give your business the best support.

Our Maintenance Service Agreement (MSA) ensures world-class assistance from an award-winning team of certified engineers.

## MSA Lite

Designed for small businesses that want the reassurance of emergency access to a senior technical support team without the burden of a large financial commitment—this plan saves money and gets businesses out of tight spots!

- Expert remote assistance for 2 premium incidents
- All other Standard Support benefits

Please note: Limited to under 75 nodes with KESB Select only

## 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 all break/fix incidents and 6 premium incidents
- Unlimited assistance with break/fix incidents
- 1 assigned customer technical contact
- Response priority over Standard Support

## MSA Business

Designed for mid-size to large organizations that require fast access to senior technical resources with 24x7 support availability for critical issues, as well as priority response and resolution.

- Priority support line for all break/fix incidents and 36 premium incidents
- 24x7x365 priority support line for Severity 1 issues
- 4 assigned customer technical contacts
- Response priority over MSA Plus and guaranteed response times for all severity levels

## MSA Plus

Designed for growing businesses that need assistance with configuration and best practices, as well as 24x7 support for critical issues.

- Priority support line for all break/fix incidents and 12 premium incidents
- 24x7x365 priority support line for Severity 1 issues
- 2 assigned customer technical contacts
- Response priority over MSA Start

## MSA Enterprise

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

- Direct access to a dedicated Senior Technical Account Manager (STAM) for all break/fix incidents and UNLIMITED premium incidents
- 24x7x365 access to STAM for Severity 1 and 2 issues
- 8 assigned customer technical contacts
- Response priority and faster guaranteed response times over MSA Business
- Onsite and remote professional services hours included





## Compare Kaspersky's Support Service features:

Support	Standard Support / MSA Lite*	MSA Start	MSA Plus	MSA Business	MSA Enterprise
<b>Support Coverage</b> <i>Incident ID and Support:</i>					
Premium Incidents Per Year <sup>1</sup>	N/A / 2	6	12	36	Unlimited
Assigned Customer Technical Contacts	N/A	1	2	4	8
Break/Fix Incidents <sup>2</sup>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Support Availability</b> <i>Telephone Support:</i>					
Severity Level 1	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday	24x7x365	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
<b>Web Ticket and Live Chat Support:</b>					
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)
<b>Response Time</b>					
Severity Level 1	N/A	8 working hours	4 hours	2 hours	30 minutes
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
<b>Holiday Support:</b>					
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	All holidays	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
<b>Remote Assistance</b>					
Availability by Level	No / All severity levels	All severity levels	All severity levels	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	TAM Team	TAM Team	Dedicated Senior TAM
<b>Detailed Security Assurance:</b>					
Quality Monitoring and Reporting	No	No	No	No	Yes
Review Call/Onsite Review	No	No	No	No	1 day per year
Remote Health Check	No	No	No	No	1 per year
Private Patching and Error Fixing	No	No	No	No	Yes
Priority Escalation of Support Requests	N/A	Basic	Medium	High	Highest

<sup>1</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>2</sup>Break/Fix Incidents: Software errors or malfunctions, or software that is not working as documented.

\*MSA Lite limited to under 75 nodes with KESB Select only

Give your business the support it needs.

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