



**Kaspersky®
Fraud Prevention**

Maintenance Service Agreement for Kaspersky Fraud Prevention

Give your business the best support. Make expert assistance part of your strategy for success.

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

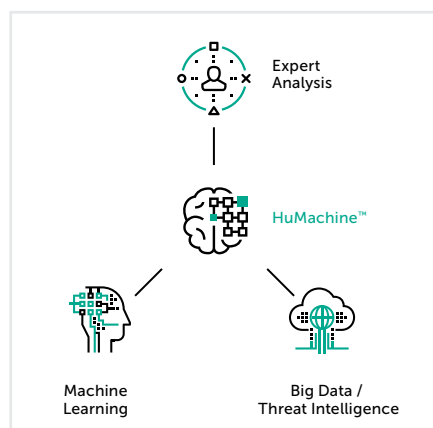
- A direct telephone line for priority support
 - Dedicated Kaspersky Lab technical experts
 - Extended hours for critical issues
 - Proactive alerts to new threats
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- Acting fast. An allocated group of experts are on standby 24/7/365, tasked with taking ownership of your issue and achieving the swiftest possible resolution. They fast-track your issue straight to those behind-the-scenes specialists at Kaspersky Lab headquarters who are best able to deliver the right solution for you, at speed.
 - Minimizing the risk. Protective measures tailored to your system, including prioritized hot fixes and personalized patches, keep you fully protected. For MSA customers, a system configuration inspection and health check on request helps identify future issues that could lead to downtime incidents.
 - Understanding the complexities of your IT environment. Incident resolution is achieved faster through access to senior technical engineers. Your dedicated Kaspersky Technical Account Manager is already familiar with the configuration of your system, your processes, and your organizational culture, so we can pinpoint your issue and get on with solving it even faster.
 - Harnessing expertise. Kaspersky Lab's technological expertise is globally recognized. A Technical Account Manager has the authority to mobilize this expertise directly on your behalf to ensure your issue is prioritized and is solved fast and fully.
 - The result of this dynamic, expert approach is less downtime, faster recovery and fewer in-house resources spent on troubleshooting.

Compare Kaspersky Lab's Support Service Features:

Support	Standard Support	MSA for Kaspersky Fraud Prevention
Support Coverage Incident ID and Support:		
Premium Incidents Per Year*	N/A	Unlimited
Assigned Customer Technical Contacts	N/A	8
Break/Fix Incidents**	Unlimited	Unlimited
Support Availability Telephone Support:		
Severity Level 1	Standard office hours	24x7x365
Severity Level 2	Standard office hours	24x7x365
Severity Level 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 minutes to confirm the incident in work)
Severity Level 2–4	N/A	Level 2: 4 hours, Level 3: 6 working hours, Level 4: 8 working hours
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	Dedicated TAM
Detailed Security Assurance:		
Quality Monitoring and Reporting	No	Yes
Review Call	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

* 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.



Kaspersky Lab
Enterprise Cybersecurity: www.kaspersky.com/enterprise
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#truecybersecurity
#HuMachine

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