



Support	Standard Support	MSA Enterprise
<b>Support Coverage</b> <i>Incident ID and Support:</i>		
Premium Incidents Per Year <sup>1</sup>	N/A	Unlimited
Assigned Customer Technical Contacts	N/A	8
Break/Fix Incidents <sup>2</sup>	Unlimited	Unlimited
<b>Support Availability</b> <i>Telephone Support:</i>		
Severity Level 1	10 am to 5 pm (ET) Monday - Friday	24x7x365
Severity Level 2	10 am to 5 pm (ET) Monday - Friday	24x7x365
Severity Levels 3-4	10 am to 5 pm (ET) Monday - Friday	9 am to 7 pm (ET) Monday - Friday
<b>Web Ticket and Live Chat Support:</b>		
All Severity Levels	24x7x365 (Processed 10 am to 5 pm, M-F)	24x7x365 (Processed 9 am to 7 pm, M-F)
<b>Response Time</b>		
Severity Level 1	N/A	30 Minutes
Severity Levels 2-4	N/A	ZfV6jz / 4 x psjhi pvsti ZfV6jz / x psjhi pvsti ZfV6jz / x psjhi pvsti
<b>Holiday Support:</b>		
Severity Level 1	Not available	All holidays
Severity Levels 2-4	Not available	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day
Priority Line	No	Yes
<b>Remote Assistance</b>		
Availability by Level	No	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	Dedicated Senior TAM
<b>Detailed Security Assurance:</b>		
Quality Monitoring and Reporting	No	Yes
Review Call/Onsite Review	No	1 day per year
Remote Health Check	No	1 per year
Private Patching and Error Fixing	No	Yes
Priority Escalation of Support Requests	N/A	Ojhi est

## 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

<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.

Give your business the support it needs.

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