



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

Support	Standard Support	MSA Start
Support Coverage <i>Incident ID and Support:</i>		
Premium Incidents Per Year ¹	N/A	6
Assigned Customer Technical Contacts	N/A	1
Break/Fix Incidents ²	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>		
Severity Level 1	10 am to 5 pm (ET) Monday - Friday	9 am to 7 pm (ET) Monday - Friday
Severity Level 2	10 am to 5 pm (ET) Monday - Friday	9 am to 7 pm (ET) Monday - Friday
Severity Levels 3-4	10 am to 5 pm (ET) Monday - Friday	9 am to 7 pm (ET) Monday - Friday
Web Ticket and Live Chat Support:		
All Severity Levels	24x7x365 (Processed 10 am to 5 pm, M-F)	24x7x365 (Processed 9 am to 7 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	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day
Severity Levels 2-4	Not available	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
Detailed Security Assurance:		
Quality Monitoring and Reporting	No	No
Review Call/Onsite Review	No	No
Remote Health Check	No	No
Private Patching and Error Fixing	No	No
Priority Escalation of Support Requests	N/A	Basic

¹Premium Incidents: More extensive than standard issues, premium incidents often require a walk through, a review of best practices or an advanced guided explanation.

²Break/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.