Support	Standard Support	MSA Business
Support Coverage *Incident ID and Support:*		
Premium Incidents Per Year'	N/A	36
Assigned Customer Technical Contacts	N/A	4
Break/Fix Incidents''	Unlimited	Unlimited
Support Availability *Telephone Support:*		
Severity Level 1	10 am to 5 pm (ET) Monday – Friday	24x7x365
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	**2 hours**
Severity Levels 2-4	N/A	Zfvfsjz / x psjchi pvsti Zfvfsjz / x psjchi pvsti Zfvfsjz / x psjchi pvst
Holiday Support:		
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
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	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	Ojhi

MSA l vtjof tt

Kftjhofe gpsn je. tj{f up rnshf pshboj{bujpot ui bu sf rvjsf gbtu bddftt up tfojps tfdi ojdbl tpvsdfs x jui y tvqqpsu bw bjn cjnz gps dsjydbn tvf t bt x fm bt qsjpsjuz sftqotf boe sftpmujpo.

· 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

'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.

Give your business the support it needs.
Call 1-866-563-3099 or email corporatesales@kaspersky.com today.