kaspersky

Support	Standard Support	Successive Plus (MSA for MSP)
Support Coverage Incident ID and Support		
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 2-4	10 am to 5 pm (ET) Monday - Friday	9 am to 7 p (ET) Monday - Friday
Web Ticket		
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	Level 2: 8 working hours Level 3: 12 working hours Level 4: 24 working hours
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		
Support Team	Outsourced Support	Kaspersky Technical Account Managers
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	High

MSP-READY SUPPORT

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
- 24x7x365 priority support line for Severity 1 issues
- Supported by local In-house team of senior certified engineers

Severity 1	Severity 2	Severity 3	Severity 4
Business has stopped	Business Severely Impacted	Business Impacted but functional	Business not affected. Non-critical issues
Network wide virus outbreak. Network inoperative	Severe Performance Issues of core business applications [slowdowns]	Kaspersky partially disabled (modules)	Feature request
Critical Servers are not responding or are severely impacted. Core business inoperable	Virus infection of several non-critical computers	Configuration Assistance	Product information request
False positive detection of critical applications causing applications to not function	False positives detections of non-critical business applications	Installation Issues	General Install Questions
Many computers unresponsive due to Kaspersky			

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