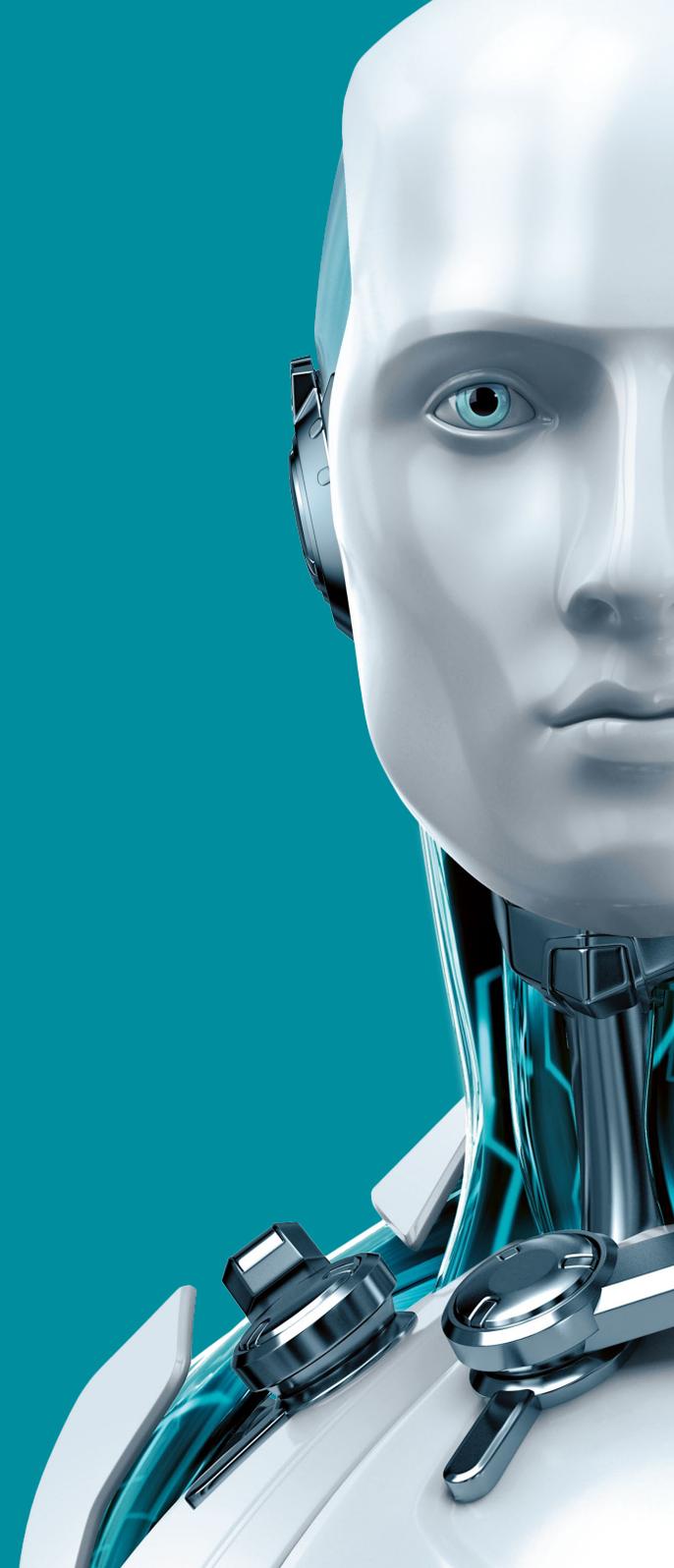




PREMIUM SUPPORT



ENJOY SAFER TECHNOLOGY™





ESET Premium Support service gives you access to our senior customer care specialists with years of experience in IT security under their belt. If you need assistance while installing major upgrades, migrations or other tasks, they are ready 24/7 to help ensure that everything goes smoothly.

Support Feature	Premium Support	Standard Support
Critical Severity Response Time	2 hours	1 business day
Serious Severity Response Time	4 hours	Best effort
Common Severity Response Time	1 workday	Best effort
Support availability	365/24/7	7:00-18:00, business days only
Priority call queuing	Yes	-
Caller Entry Point	Specialists/Experts (ESET HQ)	Frontline (ESET Partner)
Customer Contacts	Unlimited	-
Proactive Informative Services	Yes	-
Comprehensive Incident Reports	Yes	Yes
Major Upgrades	Assistance	-
Service Pack Installation	Assistance	-
Software Migrations	Assistance	-