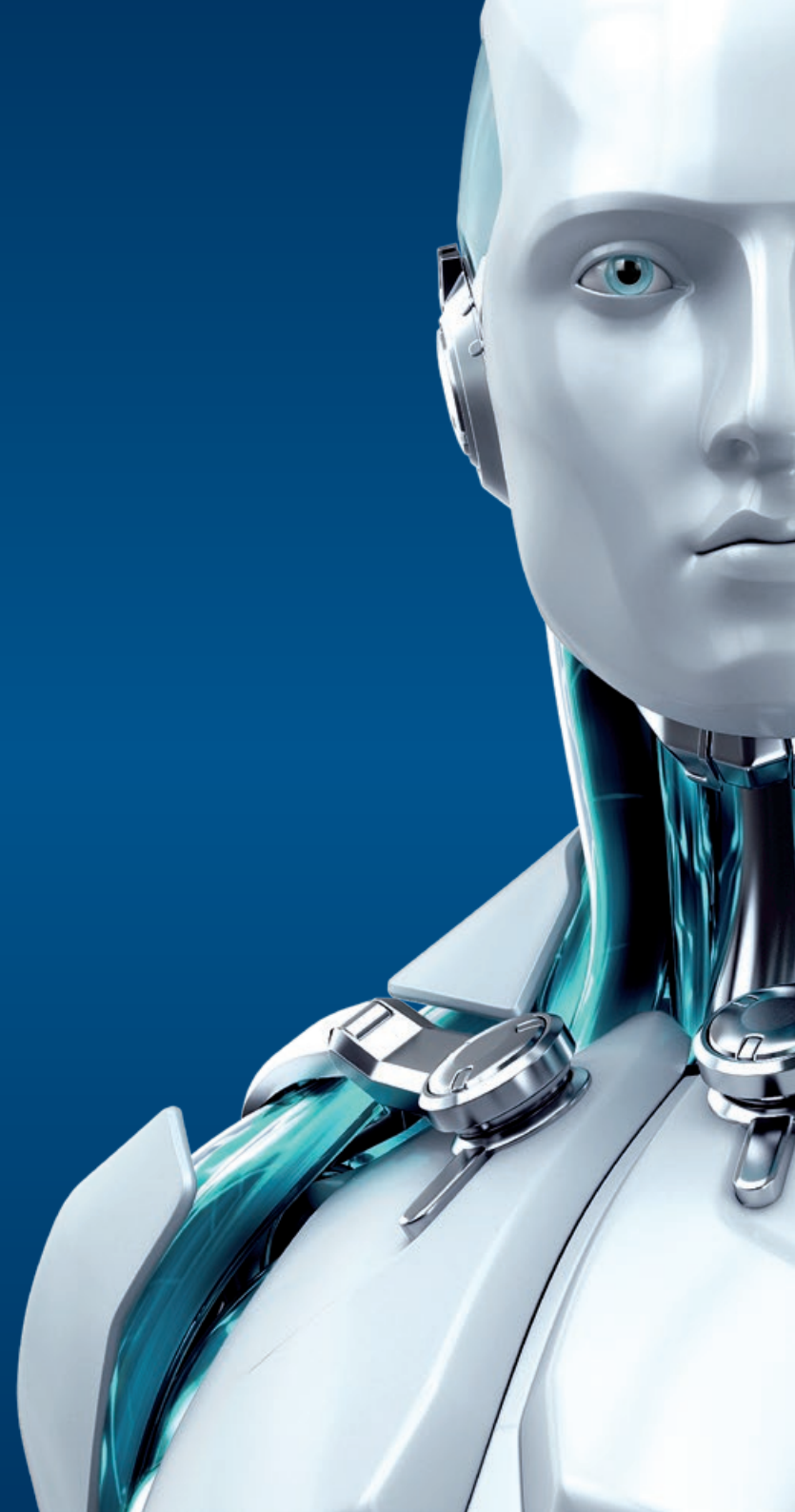




PREMIUM  
SUPPORT

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                    | -                              |