



## SUPPORT SERVICES

**F-Secure provides a comprehensive offering of support services to make sure that the productivity of your business is not compromised by problems in your IT infrastructure. Our professional support teams ensure that you will get all the help needed. All issues are solved quickly and in a professional manner.**

### **Standard Support**

Standard support includes the following high- quality services to fulfill basic needs:

**Knowledge Base** - The F-Secure website contains a comprehensive collection of known product issues, problem symptoms, problem descriptions and suggested solutions for all supported F- Secure products. Knowledge Base is available 24/7 for everybody at [www.f-secure.com/support](http://www.f-secure.com/support)

**E-mail support** is available via [www.f-secure.com/support](http://www.f-secure.com/support). Silver and Premium Support customers receive a priority e- mail address for direct contact with advanced support.

**Phone support** is available during business days within business hours. Numbers and availability can be found at [www.f-secure.com/support](http://www.f-secure.com/support). Silver and Premium Support customers receive a priority phone number. 24/7 phone support is included in Premium support.

**Malware removal assistance** is available as part of the support services via phone and e- mail. The assistance includes advice on how to use and configure F- Secure products to remove malware from infected devices and how to use special malware removal tools.

**Critical Accounts** - F- Secure has defined a Critical Account process to solve any kind of issues that end-customers might be experiencing when dealing with F-Secure or with an F-Secure Business Partner. Any product or service that has not been handled according to the customer's expectations, may fit the profile to become part of the F-Secure Critical Account process. These incidents are handled case by case with mutually agreed response and resolution times.

F-Secure provides different levels of support services to match your needs. Support service levels are:

### **Standard Support**

### **Silver Support**

### **Premium Support**

## Silver Support

Silver Support customers are entitled to priority access to advanced support via phone and e-mail in addition to standard support.

## Premium Support

Premium Support includes the components of Silver Support and additionally phone support is available 24/7 every day in English. Email response time target is one business day via a unique e-mail address.

Premium support customers are entitled to get direct information immediately by e-mail from F-Secure about critical product problems, including possible security vulnerabilities, as F-Secure discovers and confirms them, without further request.

Description	Standard Support	Silver Support	Premium Services
Direct phone access to support engineer	●		
Direct phone access to advanced support engineer		●	●
Direct support availability	Business Hours	Business Hours	24/7
Email support response times	3 business days	1 business day	1 business day
Malware removal assistance	●	●	●
Support Knowledge Base	●	●	●
Critical account escalations		●	●
Proactive support communication			●

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