



Trend Micro Master Price List SUPPORT

Product Description	Users	TM License Part #	License SRP (per account)	Maintenance Part #	Maintenance SRP (per account)
Support Pricing					
Services Pricing					
24 x 7 SMB Live Support Program					
24 x 7 SMB Live Support Program applies to all SMB & Enterprise products for customers with 1000 users and below.					
24 x 7 SMB Live Support Program	5-25	PKNN0000	\$299	PKNN0000	\$299
24 x 7 SMB Live Support Program	26-50	PKNN0001	\$499	PKNN0001	\$499
24 x 7 SMB Live Support Program	51-250	PKNN0002	\$699	PKNN0002	\$699
24 x 7 SMB Live Support Program	251-500	PKNN0004	\$2,499	PKNN0004	\$2,499
24 x 7 SMB Live Support Program	501-1000	PKNN0005	\$3,999	PKNN0005	\$3,999
Premium Support Program					
Priority Support					
Priority Support (Academic)	1001-2000	PSNA0005	\$7,000	PSRA0000	\$7,000
Priority Support (Academic)	2001-5000	PSNA0006	\$7,000	PSRA0001	\$7,000
Priority Support (Academic)	5001-10000	N/A	N/A	PSRA0002	\$7,000 (for existing customers only)
Priority Support (Academic)	10001-25000	N/A	N/A	PSRA0003	\$7,000 (for existing customers only)
Priority Support (Academic)	25001-50000	N/A	N/A	PSRA0004	\$7,000 (for existing customers only)
Priority Support (Academic)	50001+	N/A	N/A	PSRA0005	\$7,000 (for existing customers only)
Priority Advantage Support					
Priority Advantage Support (Academic)	1001-2000	PSNA0007	\$12,000	PSRA0006	\$12,000
Priority Advantage Support (Academic)	2001-5000	PSNA0008	\$12,000	PSRA0007	\$12,000
Priority Advantage - 5 Additional Tickets (Acad)	N/A	PSNA0021	\$2,500	PSRA0020	\$2,500

Silver Premium Support

Silver Premium Support (Academic)	1001-2000	PSNA0009	\$25,000	PSRA0008	\$25,000
Silver Premium Support (Academic)	2001-5000	PSNA0010	\$25,000	PSRA0009	\$25,000
Silver Premium Support (Academic)	5001-10000	PSNA0011	\$25,000	PSRA0010	\$25,000
Silver Premium Support (Academic)	10001-25000	PSNA0012	\$30,000	PSRA0011	\$30,000
Silver Premium Support (Academic)	25001-50000	PSNA0013	\$35,000	PSRA0012	\$35,000
Silver Premium Support (Academic)	50001+	PSNA0014	\$40,000	PSRA0013	\$40,000

Gold Premium Support

Gold Premium Support (Academic)	1001-2000	PSNA0015	\$35,000	PSRA0014	\$35,000
Gold Premium Support (Academic)	2001-5000	PSNA0016	\$40,000	PSRA0015	\$40,000
Gold Premium Support (Academic)	5001-10000	PSNA0017	\$40,000	PSRA0016	\$40,000
Gold Premium Support (Academic)	10001-25000	PSNA0018	\$45,000	PSRA0017	\$45,000
Gold Premium Support (Academic)	25001-50000	PSNA0019	\$50,000	PSRA0018	\$50,000
Gold Premium Support (Academic)	50001+	PSNA0020	\$55,000	PSRA0019	\$55,000
Additional Region for Gold Premium Support (Acad)	Per region / account	PSNA0022	\$10,000	PSRA0021	\$10,000
Gold Premium Support Dedicated TAM (Acad)		PSNA0023	\$130,000	PSRA0022	\$130,000

Virus Response SLA

Virus Response SLA (Acad)		VLNA0000	\$12,000	VLRA0000	\$12,000
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Premium Support Additional Contact

Premium Support Additional Contact (Acad)		PSNA0024	\$2,000	PSRA0023	\$2,000
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