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Kaspersky Antidrone Technical Support Guidelines

1. General terms and conditions

This Program defines the list of technical support services and the procedure for their provision to the holder of a Kaspersky Antidrone license and describes the general principles, procedures, and standards that shall be followed when technical support for the Product is provided to the User.

There are two levels of technical support. Tier 1 Technical Support shall be provided to the End User by the Partner. In turn, the Rightholder shall provide technical support to the Partner.

2. Definitions

"Technical Support Provision Period" shall mean the Software license term which is prescribed in the certificate.

"License Certificate" shall mean the document provided by Kaspersky, containing information about the Software name, the User, and the Software license term.

"Partner" shall mean a legal entity that provides the Software, Software deployment services, and Tier 1 Technical Support to the End User.

"Product" shall mean the computer software known as Kaspersky Antidrone developed by Kaspersky.

"User" and "End User" shall mean a legal entity that possesses a license to use the Product until the Technical Support Provision Period expires.

"Rightholder" shall mean the company AO Kaspersky Lab.

"Incident" shall mean any event reported by the User, which is not part of the standard operation of a Product and which causes, or may cause, an interruption to, or a reduction in the quality of a service provided by the Product.

3. Description of the Kaspersky Antidrone Technical Support Program terms and conditions

TIER 1 TECHNICAL SUPPORT (SL1)

SL1 shall be provided by the Partner to the End User and shall include the following:

- Consultations to the End User regarding documentation and other information sources pertinent to the Software.
- Recommendations provided to the End User regarding use of the Software on a hardware that has a common configuration supported by the Rightholder's Software.
- Recommendations provided to the End User regarding protection of airspace, including identification and generation of a threat model, protection methods, and etc.
- Analysis and resolution of problems encountered by the End User during the use of the Software.
- Collection and submission of the information necessary for analysis and resolution of problems encountered by the End User.
- Interaction with the Rightholder Technical Support.

SL1 shall be provided by the specially designated employee(s) of the Partner. The Partner shall provide the Rightholder with the SL1 phone number (if any), email address and name of the employee(s) designated to provide SL1.

The Partner shall ensure that the employee in charge of SL1 provision to the End User is available daily during the Partner's business hours (Monday to Friday, 10 AM to 6:30 PM, except for holidays and non-business days established by legislation of the Russian Federation).

Requests shall be received on the Partner Technical Support portal or by other means as agreed by the Partner and the End User.

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TIER 2 TECHNICAL SUPPORT (SL2)

If an End User request cannot be resolved by resources of the Partner, the request may be escalated to the Rightholder to obtain Tier 2 Technical Support (SL2).

SL2 is provided in response to requests sent to the email address adrone-support@kaspersky.com during business hours from 10 AM to 6:30 PM (MSK, UTC+3) for Russia only if the request adheres to the special request form provided in the Appendix to this document.

The guaranteed response time for requests shall be 2 working days.

SL2 shall include:

- Assistance provided to the Partner for resolution of End User's issues that cannot be resolved independently by SL1.
- Provision of the Partner with the information required for addressing the issue, to be subsequently submitted to the End User via SL1.
- Assistance to the Partner in addressing issues pertaining to the Rightholder's Software submitted by the Partner Technical Support service if the latter is unable to independently resolve such issues.
- Submission of all issues to the Rightholder's testing laboratory for troubleshooting.

If the End User's issue is associated with errors in the operation of the Rightholder's Software, this error shall be confirmed and reproduced in the Rightholder's testing laboratory. The Partner shall provide the Rightholder with any information or special software or hardware not available to the Rightholder as may be required to reproduce the issue, and the Partner shall undertake all possible efforts to reproduce the error. If the error cannot be reproduced by the Rightholder, the Partner shall provide the Rightholder's specialists with unimpeded access to the system in which the error may be reproduced.

SL2 shall not be applicable to the following:

- All requests that SL1 can resolve independently.
- Requests submitted by the End User directly to SL2.
- Issues resulting from third-party applications.
- Problems caused by hardware, including the use of an unsupported hardware configuration.
- Issues where the Partner's SL1 is unable to provide the information requested by SL2.
- Problems that cannot be reproduced.

Requests shall be handled during business hours from 10 AM to 6:30 PM (MSK) during the Technical Support Provision Period.

Additional contact details for requests as well as detailed terms and conditions for technical support provision shall be provided by the Partner.

4. REQUEST ESCALATION

If SL1 fails to independently resolve a problem, the request can be escalated to SL2.

The priority communication channel between SL1 and SL2 shall be the email address adrone-support@kaspersky.com.

If a problem is escalated by phone, the Partner shall duplicate the request by email.

When a problem is initially escalated to SL2, the Partner shall provide the following information:

- Detailed description of the problem and scenario to reproduce it
- Assessed Severity Level of the problem (minor, medium, high, critical) as specified in the Appendix
- OS and Software versions

If necessary, SL2 may request additional information from SL1 for analysis and resolution of a problem.

5. QUALITY OF SERVICE

When providing SL1, a fully functional version of the Software must be installed on the Partner's own hardware system and must be regularly updated.

The Partner is recommended to manage the End User's requests in the manner as follows:

- A special request form shall be drawn up for the End User's requests.
- Statistics shall be compiled on the number of user requests, description of typical problems, and their resolution time.
- The compiled statistics shall be submitted to the Rightholder every quarter so that the Rightholder can stay informed about the End Users' requests and may add them to the knowledge base.

If the Rightholder receives complaints from the End User regarding the quality of technical support provided by the Partner, the Rightholder shall inform the Partner about such complaints so that measures can be taken to improve SL1.

If the Partner is not satisfied with the quality of SL2 provided by the Rightholder, the Partner shall inform the head of the Rightholder Technical Support department.

6. Contact Information

Partner's contact details (SL1)	Rightholder's contact details (SL2)
Technical Support phone number:	Technical Support phone number: -
Email address:	Email address: adrone-support@kaspersky.com
Business hours:	Business hours: 10:00 AM–6:30 PM (MSK).

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7. Appendix

Product incident severity levels

"Severity Level 1" (critical) shall mean a critical Product problem, which affects User's business continuity by interruptions in the Product's normal functioning and which causes the Product(s) or Operating System to crash, or which causes data loss, changing default settings to insecure values, or security issues, provided that there is no Workaround available.

The list of Product-related incidents, which refer to Severity Level 1, includes, but is not limited to, the following issues:

- Whole local network (or its critical part) is inoperative, which hampers or suspends core business processes.

"Severity Level 2" (high) shall mean a moderate issue which affects Product's functionality but does not cause data corruption/loss or software crash. Severity Level 1 is re-classified to Severity Level 2 when a workaround is available.

The list of Product-related incidents, which refer to Severity Level 2, includes, but is not limited to, the following issues:

- Product malfunctions or does not function, but continuity of core business processes is not broken.

"Severity Level 3" (medium) shall mean a non-critical issue or service request, which does not affect Product's functionality.

The list of incidents, which refer to Severity Level 3, includes, but is not limited to, the following issues:

- Product is partially out of service (malfunctions), but other applications utilized by the Customer are not involved.

"Severity Level 4" (minor) shall mean other non-critical issues or service requests. All incidents that do not satisfy any of the above-listed criteria, refer to this severity level.

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SL2 request form

Date	Object name	Problem description and scenario to reproduce it	Account under which the problem is reproduced	Screenshot or link to a screen recording

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www.kaspersky.com/
www.securelist.ru