

kaspersky

**Kaspersky Thin Client
Technical Support
Program**

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 Thin Client license during the Technical Support Provision Period, subject to the provision of the License Certificate.

2. Definitions

«**CompanyAccount**» shall mean web-based Kaspersky Technical Support request processing system (<https://companyaccount.kaspersky.com>).

«**Product**» - shall mean the software known as Kaspersky Thin Client developed by Kaspersky.

«**User**», «**End User**», «**Customer**» shall mean a legal entity that possesses a license to use the Product until the Technical Support Provision Period expires.

«**Technical Support Provision Period**» is 3 calendar years from the Date of License of the License Certificate.

«**Incident**», «**Request**», «**Ticket**» 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.

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

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

Request registration

Technical support relating to Product* operations as well as acceptance of post-incident maintenance requests are implemented by the means of:

- Kaspersky Technical Support web portal [CompanyAccount](#) with acceptance of requests 24 hours a day, 365 days a year.

* The conditions for providing standard support also include accepting requests related to incidents on the hardware side. In cases when Kaspersky Technical Support specialist identifies a problem root cause is in hardware, not software, Customer will be provided with contacts of local hardware provider to which the Customer should address their request about hardware-related problem. Incident in Kaspersky Technical Support will be closed.

Incident Processing

Kaspersky Technical Support specialist process incidents and provide a response to requests during business hours from 10:00 AM to 6:30 PM (UTC+3) during the Technical Support Provision Period.

Processing incidents via Company Account web panel

Web-based Kaspersky Technical Support request processing system is available at: <https://companyaccount.kaspersky.com> (see the [instructions](#) on how to register and use the portal).

By the means of this system, Customer can take advantage of:

- access to personal account in order to create, update and monitor incidents;

- technical support and consulting in relation to incidents that may occur during Product installation, configuration and functioning;

Additional terms of support

Some incidents may require reproduction on Kaspersky side with the purpose of testing and verifying a product error.

Customer should provide Kaspersky with all information necessary and specific software or hardware, which may be necessary for reproducing the condition under which the incident will re-occur and could be examined. This may be needed if Kaspersky does not have the necessary software or hardware available.

Kaspersky will endeavor to reproduce the incident as soon as all of the necessary information and software and/or hardware is provided. If the incident could not be reproduced, Customer should grant to Kaspersky specialists supervised remote access to the malfunctioning system.

If the incident cannot be reproduced by either party, or Customer did not grant access to the network environment where the incident could be reproduced, or if it is detected that the incident's cause lies beyond the Product, the incident cannot be classified within this Support Program.

Limitations of the technical support program Kaspersky Thin Client

Kaspersky Thin Client Technical Support Program does not include the following:

- development of new Product functionality at the request of a User;
- disinfection of devices infected with malware
- performance improvement and configuring of User's devices;
- onsite Support and Remote Support sessions;
- assisting a User on the phone or via web chat while collecting data for analysis and/or application of recommendations;
- consultations regarding third-party applications and/or operating systems;
- integration of Kaspersky Software with third-party software;
- configuring and checking the Software performance by Technical Support/Customer Service specialists and advice on configuring network security;
- product training;
- demonstration, deployment, and configuration of Product;
- analysis and provision of an official opinion on causes of a technical error;
- analysis and investigation of the causes of incidents resulting from malware infection.

Technical support covered by following program shall not be implemented in case of the following incidents:

- incidents already resolved for the Customer (i.e. incident that occurred on one installed copy of the Product after the same incident had been resolved for another copy of the Product);
- troubleshooting of all issues similar or identical to already resolved issues (i.e. the incidents to which a previously produced solution can be applied without additional guidance from Kaspersky);
- incidents caused by installing and running third-party applications (including, but not limited to the list of unsupported or incompatible applications published in the documentation);
- incidents for which the Customer cannot provide accurate information, as reasonably requested by Kaspersky, in order to reproduce, investigate, and resolve the incident;
- incidents which arise as a result of neglect or incorrect use of Kaspersky instructions, which, if properly used, would have obviously prevented the incident.

According to the current program Kaspersky does not provide Support in the following cases:

- hardware and/or platform-specific software does not meet the minimum system requirements for Software, specified in the official product documentation ([Kaspersky Thin Client Help](#));
- software version is no longer supported.
- A test/beta-version of the product is used.

Support cannot be provided successfully in the following cases:

- the User is unable or refuses to provide Kaspersky Technical Support/Customer Service specialists with the information that is required to reproduce, analyze, and fix the specific problem.
- the problem arose due to incorrect use or disregard of instructions provided by Kaspersky Technical Support/Customer Service specialists or Kaspersky documentation.

In case of repeated request from the Customer regarding incidents related to hardware, all communication with the Customer is carried out by the local hardware provider.



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