

kaspersky

Extended Technical Support Program for Partners

MSA for Partners

1. General terms and conditions

Herein is given a list of technical support cases, in relation to which Kaspersky will provide assistance to the owner of the extended technical support certificate for Maintenance Service Agreement for Partners (MSA for Partners).

This MSA for Partners program is aimed at providing the Partner with technical support of enhanced quality, as compared to the terms of standard Technical Support level.

2. Definitions

“Company Account” shall mean web-based Kaspersky Technical Support request processing system

“Product(s)” shall mean software product(s) of Kaspersky, which the Partner has purchased, deployed and installed in accordance with the terms of an End User License Agreement.

“Partner”, (You / Your) shall mean an organization, which has a valid Kaspersky Partner’s status and should be supported in accordance with to this Program.

“Incident” shall mean any event reported by the Partner, 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 service provided by the Product.

“Local Time” shall mean the time zone of the Kaspersky Local Office

“Problem” shall mean an unknown underlying cause of one or more Incidents. It becomes a Known Error when the root cause is known and a temporary workaround or permanent alternative has been identified.

“Known Error” shall mean a Problem that becomes a Known Error when the root cause is known and a temporary workaround or permanent alternative has been identified.

“Product Error” shall mean undeclared behavior of the Product.

“Service Request” shall mean a request from a Partner for support, delivery, information, advice or documentation, which is not related to an incorrect functioning or non-functioning of the Product(s).

“Virus Outbreak” shall mean a crisis situation, where a virus undetected by the Product(s) with the latest antivirus bases and executable modules is affecting business continuity and/or a large number of Partner’s end- users. Virus Outbreak is a product-related Incident.

“Malware-related Incident / Virus Incident” shall mean not product-related Incident, requiring Kaspersky to provide recommendations on particular malware removal, and/or malware descriptions, and/or special malware removal tools.

“Incident Severity/Urgency” shall mean a measure of the business criticality of an incident or problem based on the business needs of the Partner. See Appendix for more details.

“Response time” shall mean the elapsed time measured from the moment of any incident receipt till qualified answer to the initiator (via support system, email or phone).

“Update” shall mean Kaspersky issued anti-virus databases with new virus signatures or modification of the Product’s executable modules, which enhances its performance and/or expands its functionality.

“Upgrade” shall mean a Product update associated with assigning a new version number.

“Workaround” shall mean a procedure that may serve as a temporary solution to an incident.

“False Alarm”, “False Positive” shall mean a situation when the Product erroneously detects a safe file as an infected one.

3. Description of MSA for Partners support program

Technical support relating to product operations and acceptance of post- incident maintenance requests are implemented by the means of:

- Kaspersky Technical Support web portal with acceptance of requests 24 hours a day, 365 days a year
- Priority telephone line for Severity Level 1 requests, 24 hours a day, 365 days a year;
- Email (only when having issues accessing Company Account), acceptance of requests 24 hours a day, 365 days a year

Incident processing

Processing incidents via Company Account web panel

Web-based Kaspersky Technical Support request processing system is available at:
<https://companyaccount.kaspersky.com>

By the means of this system, Partner 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;
- technical support in relation to disinfecting files tampered by malware, as well as to removing malware from computers protected by the Product with latest anti-virus databases.

Processing incidents by phone

Technical Support by phone is only available to the authorized contact persons of the Partner.

Number of premium incidents

The number of available premium incidents may be chosen by the Partner while purchasing. The minimum number of the premium incidents available for purchasing is 10 (ten) premium incidents. The exact number of the premium incidents purchased by and available for the Partner is pointed into MSA for Partners' Certificate.

A Partner can choose which type of the incident to submit to technical support. The premium incidents can be used during Kaspersky MSA for Partners certificate validity. The unused premium incidents will burn out after certificate's expiration date. The number of unused premium incidents is demonstrated in a Partner's account into web-based technical support processing system <https://companyaccount.kaspersky.com>

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

A Partner 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, Partner should grant to Kaspersky specialists supervised remote access to the malfunctioning system.

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

Response times

Kaspersky guarantees the following response times, depending on the urgency of Partner's request:

Severity level	Response time
Level 1	2 hours*
Level 2	6 working hours
Level 3	8 working hours
Level 4	10 working hours

*During non-working hours the response time is guaranteed if Partner additionally confirms the incident by phone call.

Requests from the Partners of the MSA for Partners are assigned with higher priority compared to requests within the standard support package.

The severity level is determined by the category chosen by the Partner (using the drop-down list in the Company Account) when contacting Technical Support and the gist of the incident. Kaspersky reserves the right to revise the request's urgency level if the severity of the case as specified by the Partner is not confirmed. The list of urgency levels with descriptions is provided in the Appendix.

Anti-virus database release by request in case of the malware incident or false positive

In case of a false negative (when an infected file is identified by the Product as safe) or, oppositely, a false positive, on condition that the latest available anti-virus databases are utilized, Partner may request to make changes to anti-virus signatures of the Product. Kaspersky provides with the update of the Product that will ensure correct detection of the file.

Kaspersky implements the following activities:

- Processing requests concerning anti-virus databases release (carried out by a dedicated group of specialists in a 24/7/365 mode)
- Release of high-priority (expedited) updates for the subscribers of the MSA for Partners.

Number of contact persons from a Partner

A Partner can assign up to 4 (four) contact persons authorized to initiate requests to Kaspersky Technical Support. A list of authorized contact persons should be defined in Kaspersky MSA for Partners certificate. To change a list of authorized contact persons Partner should send a written request via Company Account. Kaspersky will provide a Partner with an updated version of Kaspersky MSA for Partners certificate.

Limitations of the extended technical support program MSA for Partners

Technical support covered by the MSA for Partners program shall not be implemented in case of the following incidents;

- incidents already resolved for the Partner (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 Partner's hardware malfunction;
- incidents caused by software platform incompatibility (including, but not limited to beta software, new

versions of service packs or additions, whose compatibility with the Product has not been confirmed by 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 Partner 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.

4. Appendix

Product incident severity levels

“Severity Level 1” (critical) shall mean a critical Product problem, which affects Partner’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:

- all 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 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 Partner 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.

Virus incident severity levels

“Severity Level 1” (critical) shall mean virus outbreak, which affects Partner’s business continuity by interruptions in the Product’s normal functioning and which causes the Product(s) or Operating System(s) to crash, or which causes data loss, provided that there is no Workaround available.

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

- all local network (or its critical part) is inoperative;
- virus outbreak;
- false positive for the files that refer to business-essential systems.

“Severity Level 2” (high) shall mean a moderate issue which affects product 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 malware-related incidents, which refer to Severity Level 2, includes, but is not limited to, the following issues:

- infection of some non-critical network nodes;
- false positive for the files that do not refer to business-essential systems.



www.kaspersky.com/
www.securelist.com

© 2023 AO Kaspersky Lab.
All rights reserved. Registered trademarks and service marks are the property of their respective owners