Extend your possibilities with Enterprise Maintenance Service Agreement

Submit unlimited number incident request in the most convenient way

Who is your Personal Technical Account Manager
TAM is a Kaspersky employee, who manages processing of all incidents.

How fast does Kaspersky respond?
We guarantee the following response times, depending on the urgency of request.

Severity levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Priority</th>
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<tbody>
<tr>
<td>1</td>
<td>Critical</td>
</tr>
<tr>
<td>2</td>
<td>High</td>
</tr>
<tr>
<td>3</td>
<td>Medium</td>
</tr>
<tr>
<td>4</td>
<td>Low</td>
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Critical problem, which interrupts business functioning, causes systems to crash, or data loss
- 30 min

Moderate issue which affects functionality but does not cause data corruption/loss or software crash
- 4 hours

Non-critical issue or service request, which partially affects product
- 6 working hours

Minor issue or service request, which does not affect functionality
- 8 working hours
Anti-virus database release by your request

Kaspersky releases the update that ensures correct detection. The process is following:

1. Process request concerning anti-virus databases release by a dedicated group of specialists
2. Release of high-priority (expedited) updates for the MSA Enterprise subscribers
3. Technical Account Manager informs you about the update progress

Your manager is accessible during local business working hours from Monday to Friday. If the TAM is unavailable, your request will be directed to the manager-on-duty on the MSA Technical Support line.

Reports on demand

During the incident resolution, Kaspersky will make every effort to provide you with information on open incidents’ processing status. For the highest severity level, we provide you with daily reports by email or phone.

Regular reports may be customized and tailored to meet your needs.

Receive public and private patches

You may request a private patch and fix, carried out by a group of engineers dedicated for Enterprise subscribers.

Kaspersky applies commercially reasonable efforts to release a private program correction code dedicated to your need. Codes of program correction are released according to the product support lifecycle break down.

The terms of using private program corrections are a subject of the License Agreement between you and Kaspersky.

Health Check service

With an Extended technical support certificate, you may request a Health Check once a year. This service is an audit of Kaspersky product parameters to identify if they meet Kaspersky best practices and recommendations. As a result, you will receive a check list with findings and recommendations.

Health Check is provided remotely and lasts one working day. The date and delivery circumstances should be agreed upon at least two weeks in advance.