



Give your business  
the best support

# Kaspersky Premium Support

# Empower your organization with expert technical support built for modern cybersecurity operations

Kaspersky Premium Support provides priority access to certified security engineers and advanced technical expertise across your entire security stack. With direct engagement from our local specialists, your team receives fast, precise guidance when it matters most, helping maintain operational stability and keep critical systems running securely.



## Ensure business continuity

Today's IT-driven environments cannot afford downtime. With Kaspersky Premium Support, your continuity strategy is backed by a dedicated team available year-round to resolve issues quickly, minimize disruption, and keep your security infrastructure resilient.



## Strengthen your security posture with proactive expertise

Your dedicated account manager quickly develops a deep understanding of your architecture, processes, and security objectives. This context enables faster risk identification, informed recommendations, and proactive improvements — without delays caused by knowledge gaps or environment discovery.



## Reduce the cost and impact of security incidents

Early detection, expert guidance, and proactive engagement help contain incidents before they escalate. With continuous access to specialists, proper case prioritization, guaranteed SLAs, and private fixes, risks are mitigated faster and more efficiently.

## Plus License

Designed for organizations that require 24/7 phone support.

## Plus License + Enhanced Support Certificate

Designed for growing organizations that require fast access to expert technical support and reliable incident response.

- Includes all benefits of the Plus License
- Guaranteed response time SLAs
- Continuous case handling for Severity 1 incidents
- Up to four designated technical contacts on the customer side
- Unlimited premium support incidents per year

## Plus License + Enhanced Support with Technical Account Manager Certificate

Designed for large enterprises with complex IT environments that require proactive guidance and dedicated technical ownership.

- Includes all benefits of the Enhanced Support Certificate
- Dedicated technical account manager providing proactive guidance, faster issue resolution, and service updates
- Up to eight designated technical contacts
- Higher response priority for critical support cases
- Annual Kaspersky product health check

## Plus License + Enhanced Support Pro Certificate

Designed for enterprise organizations that require highly personalized support and immediate expert response during critical security incidents.

- Includes all benefits of Enhanced Support with TAM Certificate
- Expanded access to Professional Services for deployment and optimization of Kaspersky solutions
- Priority access to Kaspersky Incident Response team, ensuring rapid engagement, full investigation, and accelerated containment of critical security incidents

# Compare Kaspersky Premium Support services features:

Support	Plus license	Plus license + Enhanced Support certificate	Plus license + Enhanced Support with TAM certificate	Plus license + Enhanced Support Pro certificate
<b>Support coverage</b>				
Web ticket and Live chat support <sup>1</sup>	●	●	●	●
Telephone support	24x7x365	24x7x365	24x7x365	24x7x365
Remote assistance		●	●	●
Premium incidents per year <sup>2</sup>		unlimited	unlimited	unlimited
Assigned customer technical contacts		4	8	8
<b>Response time</b>				
Severity Level 1	n/a	2 hours	30 minutes	30 minutes
Severity Level 2	n/a	6 working hours	4 hours	4 hours
Severity Level 3	n/a	8 working hours	6 working hours	6 working hours
Severity Level 4	n/a	10 working hours	8 working hours	8 working hours
<b>Dedicated security experts</b>				
Assigned account manager: coordinates the communication with Kaspersky experts and manages processing of all the support requests		Team of senior engineers	Dedicated technical account manager	Dedicated technical account manager
<b>Detailed security assurance</b>				
Priority escalation of support requests	Basic	Medium	High	High
Quality monitoring and reporting			●	●
Review call			4 per year	4 per year
Remote health check			1 day per year	1 day per year
Private patching and error fixing			●	●
<b>Professional services</b>				
Gain expert support from our certified engineers to deploy and optimize Kaspersky solutions				15 days of professional services per year <sup>3</sup>
<b>Additional benefits</b>				
Incident Response service: rapid engagement and mitigation for critical security incidents				1 case per year

<sup>1</sup> All requests can be submitted at any time; however, response times depend on the support level included in your service plan.

**Severity 1** requests under **Enhanced Support** and **Enhanced Support with TAM** and **Enhanced Support Pro** are processed **24x7**.

**Severity 2** requests under **Enhanced Support with TAM** and **Enhanced Support Pro** also receive **24x7** support.

All other requests are handled during standard business hours.

<sup>2</sup> Premium incidents typically go beyond standard technical issues and may require detailed step-by-step guidance, best-practice reviews, or advanced technical explanations.

<sup>3</sup> 1 day of Professional Services equals 8 working hours.



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Learn more

Corporate cybersecurity:  
[kaspersky.com/enterprise-security](https://kaspersky.com/enterprise-security)

Threat intelligence news:  
[securelist.com](https://securelist.com)

IT security news:  
[business.kaspersky.com](https://business.kaspersky.com)

Magazine for business leaders:  
[kaspersky.com/securefutures](https://kaspersky.com/securefutures)

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