

Premium Technical Support Enhanced Support with TAM

2023

Designed for Customers who have already had a **Plus License** for Kaspersky products
Directed for large enterprise with complex environments that require dedicated, personalized, proactive support around the clock



Priority line

Submit requests 24 hours a day,
365 days a year



Individual requests

Request to make changes to antivirus
signatures



Dedicated TAM

Dedicated to maintaining your company's
security through proactive troubleshooting
and ongoing service update

Submit unlimited number of premium incidents **request**
by eight Customer technical contacts **in the most convenient** way



Kaspersky
Technical Support web portal



Priority
telephone line



Email, if you have issues accessing
Company Account

How fast does Kaspersky respond?

We guarantee the following response times,
depending on the urgency of request.

Keep in mind, that response time is the time when we come up with
a qualified answer to your issue, not an actual solution, as it may require
additional data and information. Phone call is also required during out
of business hours, weekends, and holidays.

Requests from the customers are assigned with higher priority compared
to requests within the standard support package.

Severity levels

Level 1 Critical

Critical problem, which
interrupts business functioning,
causes systems to crash, or
data loss

⌚ 30 minutes

Level 2 High

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

⌚ 4 hours

Level 3 Medium

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

⌚ 6 working hours

Level 4 Low

Minor issue or service request,
which does not affect
functionality

⌚ 8 working hours

Anti-virus database release by your request

In case of a false negative, when an infected file is identified by the
Product as safe, or a false positive you may request to make antivirus
signatures changes in case when there are the latest available antivirus
databases are utilized.

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 Enhanced support
subscribers

③

Kaspersky informs you about
the update progress