Premium Technical Support MSA Start

Extend your possibilities with Start Maintenance Service Agreement



Convenient submission submission

Submit requests 24 hours a day, 365 days a year

Request to make changes to antivirus signatures

requests

Individual requests

Submit 6 premium and unlimited number of standard incident request in the most convenient way



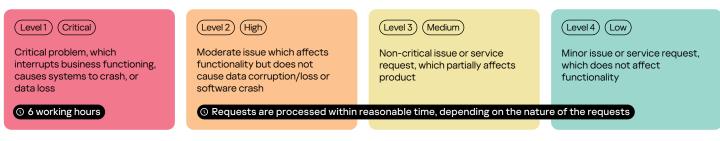
How fast does Kaspersky respond?

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 MSA Start customers are assigned with higher priority compared to requests within the standard support package.

Severity levels



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:

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Process request concerning anti-virus	Release of high-priority (expedited)
databases release by a dedicated group	updates for the MSA Start
of specialists	subscribers

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