

# Premium Technical Support MSA Start

2023

Extend your possibilities with Start  
Maintenance Service Agreement



Convenient submission  
submission

Submit requests 24 hours a day,  
365 days a year



Individual requests  
requests

Request to make changes to antivirus  
signatures

Submit 6 premium and unlimited number of standard incident  
request 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 MSA Start 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

⌚ 6 working hours

Level 2 High

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

⌚ Requests are processed within reasonable time, depending on the nature of the requests

Level 3 Medium

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

Level 4 Low

Minor issue or service request,  
which does not affect  
functionality

## 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 MSA Start  
subscribers

kaspersky

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