

Kaspersky Lab Product Support

Enterprise Support Program



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1 Definitions

“**Product(s)**” shall mean software product(s) of KASPERSKY, which the Customer has purchased, deployed and installed in accordance with the terms of a License Agreement between KASPERSKY and the Customer, and for which the Customer has concluded a License Agreement.

“**Incident**” shall mean any event reported by the Customer, which is not part of the standard operation of a Product and which causes, or may cause, an interruption to, or a reduction in, the quality of service provided by the Product.

“**Problem**” shall mean an unknown underlying cause of one or more Incidents. It becomes a Known Error when the root cause is known and a temporary workaround or permanent alternative has been identified.

“**Known Error**” shall mean a Problem that becomes a Known Error when the root cause is known and a temporary workaround or permanent alternative has been identified.

“**Service Request**” shall mean a request from a Customer for support, delivery, information, advice or documentation, which is not related to an incorrect functioning or non-functioning of the Product(s).

“**Virus Outbreak**” shall mean a Customer crisis situation, where a virus undetected by the Product(s) with the latest antivirus bases and executable modules is affecting business continuity and/or a large number of Customer’s end-users. Virus Outbreak is a product-related Incident.

“**Malware-related Incident**” shall mean an Incident which is not a product-related Incident, but malware-related issues like malware descriptions, special malware cleaning tools, etc.

“**Incident Severity/Urgency**” shall mean a measure of the business criticality of an incident or problem based on the business needs of the Customer.

“**Service(s)**” shall mean all the support, maintenance, help-desk, training and consultation services, provided by KASPERSKY under KASPERSKY Enterprise Support Program.

“**Service Level**” shall mean the expression of an aspect of a service provided to Customer under the terms of KASPERSKY Enterprise Support Program in definitive and quantifiable terms.

“**Quality of Service**” shall mean an agreed or contracted level of service between Customer and KASPERSKY.

“**Response time**” shall mean the elapsed time measured from the moment of any event receipt, to KASPERSKY acknowledgement (by support web system, email or phone).

“**Update**” shall mean a release by KASPERSKY of new virus signatures or modified Product(s), which provide functional or performance improvements and/or which incorporate new functionality and improvements.

“**Upgrade**” shall mean an Update marked by a change of the Product(s) version number.

“**Workaround**” shall mean a procedure by which the Customer can temporarily avoid a reported Incident.

“**False Alarm**” shall mean a situation when the Product treats a clean file as an infected one, by mistake.

“**Dot marker, (•)**” in any table shall mean that service is available or service delivery option is applicable.

“**Dash marker, (–)**” in any table shall mean that service is not available or service delivery option is not applicable.

2 Enterprise Support Program Overview

#	Service category	Service	Scope of Service	Enterprise Support	Program Limitations
1	Product Improvement & Innovation	Antivirus Database		•	—
		Software Downloads, Updates and Upgrades		•	—
2	Proactive & Self-Help Services	Proactive On-Line Services	Virus alerts and notifications	•	—
			Malware alerts and notifications	•	—
		Proactive On-Site Services	On Site Network Discovery and Analysis	—	—
			Threats analyses and malware risk mitigation (complex analysis)	—	—
			On-site trainings and workshops	—	—
			Other on-site and remote services	—	—
		Self- help and analyzing tools	GetSystemInfo	•	—
			On-line scanner	•	—
			Virus removal tool	•	—
			Virus fighting utilities	•	—
3	Knowledge Transfer	Educational web services	Knowledge Base	•	—
			Training programs and educational courses	•	—
			Online training materials and online certification	•	—
			Product documentation, best practices and other content	—	—
		Informational product services	Products news	•	—
			Defense technology news	•	—
			Notification about new product versions and features	•	—
		Informational support services	Mainstream news related to computer viruses and security	•	—
			Product support programs and lifecycle policies	•	—
			Customers and partners forums	•	—

##	Service category	Service	Scope of Service	Enterprise Support	Program Limitations
4	Problem Resolution	Incident & Problem Management	Incident Classification and Handling	•	Unlimited Number of Incidents
			Incident Handling: Personal Cabinet	•	If Applicable
			Incident Handling: E-mail Support	•	24x7
			Incident Handling: Telephone Support	•	Severity 1: 24x7 Severity 2-4: 8x5
			Incident Handling: English language collaboration	•	24x7
			Incident Handling: Local language collaboration	•	8x5
			Incident Handling: Response Time	•	Severity 1: 2 Hours Severity 2: 4 Business Hours Severity 3: 12 Business Hours Severity 4: 24 Business Hours
			Remote Assistance	•	If Applicable
			On-site Systems Support	—	—
		Quality Management	Incident Escalation and Claim Management	•	—
			Assigned Technical Account Manager (TAM)	•	1
			Assigned Customer Technical Contacts	•	8
			Assigned Customer Business Contacts	•	1
			Service Quality Monitoring	•	—
Service Quality Reporting	•		—		
Review Call/On-Site Review	•		1 Time per Year		
5	Support Services Infrastructure	Global Service Desk		•	—
		Regional partner network		•	—
		Knowledge management system		•	—
		Internal test environment (e.g. virtual test landscape)		•	—
		Support Portal & Global collaboration tools (webex, remote login, chats, IM, etc.)		•	—

3 Enterprise Support Program Description

3.1 Product Improvement and Innovation

Product improvement and innovation is a major part of the KASPERSKY Enterprise Support Program, comprising antivirus database, software downloads, updates and upgrades.

Availability and release intervals of Updates and Upgrades are subject to the License Agreement existing between KASPERSKY and the Customer.

KASPERSKY may also from time to time provide software Updates and upgrades available for download by the Customer.

Under the KASPERSKY Enterprise Support Program, the presence in an Update of signatures for any specific malware sample is solely at KASPERSKY's discretion.

3.2 Proactive & Self-Help Services

Proactive & Self-Help Services are an extensive part of the KASPERSKY Enterprise Support Program, comprising proactive on-line services and self-help analyzing tools that are available at KL Support Portal on a 24x7 basis.

3.3 Knowledge Transfer

Knowledge Transfer is a specific service of the KASPERSKY Enterprise Support Program intended to provide the Customer with mainstream information about the products of KASPERSKY, major industry news and educational materials.

The specific provisions of this Service are:

- Access to Knowledge Base, FAQ on AV strategies, troubleshooting, etc;
- Access to the news and information relating to the Products, defense technology and recent virus activity;
- Access to support rules and product support lifecycle policies;
- Downloading of virus-patterns and program modules Updates and Upgrades;
- Self- help and analyzing tools access;
- Education program information and online training materials;
- Customers' and partners' forums;
- Notification about new versions and features of the Product(s);
- General news and alerts related to computer viruses and computer security, as deemed appropriate for redistribution by KASPERSKY.

3.4 Problem Resolution

Problem Resolution is a form of service delivery in the framework of the KASPERSKY Enterprise Support Program, comprising incident and problem management and quality management.

3.4.1 Incident & Problem Management

When the Customer reports malfunctions, KASPERSKY supports the Customer by providing information on how to remedy, avoid and bypass errors. The main channel for such support will be the support infrastructure

provided by KASPERSKY (KASPERSKY Support portal, web form, e-mail and phone). The Customer may send an error message at any time via the KASPERSKY Support portal, a web form, or e-mail. All persons involved in the incident and problem solving process can access the status of the Incident at any time.

Incident Classification and Handling

This clause lists possible severity levels of Incidents.

1. “Severity Level 1” (critical) shall mean a Virus Outbreak or a critical Product problem which affects business continuity and which causes the Product(s) or Operating System to crash, or which causes data loss, insecure default settings, or security issues provided there is no Workaround available.

The following (but not limited to) issues are related to Severity Level 1 for product related incidents:

- All the network (or critical part of this network) is inoperative, preventing core business processes

The following (but not limited to) issues are related to Severity Level 1 for malware related incidents:

- All the network (or critical part of this network) is inoperative
- Virus outbreak
- False positives for the files of business-critical systems

2. “Severity Level 2” (moderate) shall mean a moderate issue which affects product functionality but does not cause data corruption /loss or software crash. A Severity 1 Incident is assigned as Severity 2 when there is a Workaround available.

The following (but not limited to) issues are related to Severity Level 2 for product-related incidents:

- The product of KL is totally disabled.

The following (but not limited to) issues are related to Severity Level 2 for malware-related incidents:

- The Infection of several non-critical nodes;
- False positives for the files of non-critical systems.

3. “Severity Level 3” (minor) shall mean a non critical issue or feature request which does not affect main product functionality.

The following (but not limited to) issues are related to Severity Level 3:

- The product of KL is partially disabled (works in not appropriate manner), but other software of the customer is not disabled due to the product of KL.

4. “Severity Level 4” (minor) shall mean all other non critical issue or feature requests. All issues not mentioned above have this severity level.

Incident Severity level is reported by the Customer and is checked by KASPERSKY against the DESCRIPTION’s definitions.

Some Incidents will require additional testing and verification by KASPERSKY to reproduce the Incident being reported by the Customer.

The Customer should endeavor to provide KASPERSKY with any information and any special software or hardware that is necessary for the reproduction of the Incident, if the software or hardware is not available in the test lab of KASPERSKY.

When the information, software and hardware necessary for reproducing an Incident are available, KASPERSKY will endeavor to reproduce the Incident with specialists dedicated to the task.

If the Incident cannot be reproduced, the Customer should grant supervised remote access to KASPERSKY’s specialists to the system, where the Incident occurred. The provision and the duration of on-site support shall be in KASPERSKY’s sole discretion. KASPERSKY shall consider the reasonable interests of Customer while exercising its discretion. On-site support is subject to additional charge.

If the Incident cannot be reproduced by either Party, or if it is identified that the Incident’s source is not within the Product(s), then the Incident cannot be classified according to this DESCRIPTION, and the correction of such Incident should be subject to separate mutual agreement between KASPERSKY and the Customer.

Incident Handling: Personal Cabinet

Means the option for online access to some of KASPERSKY's Customer Service systems over the Internet. The Personal Cabinet is available via KASPERSKY's website at <http://www.kaspersky.com/support>. It is the primary communication channel for submitting Incidents to KASPERSKY.

The specific provisions of this Service are:

- Accessing a personal account to create, update and monitor customer's own Incidents;
- Technical support and consultancy for the purposes of Incident resolution during the installation, configuration and functioning of the Product(s);
- Technical consultancy for the purposes of curing infected files and/or eliminating the viruses from the facilities protected by the Product(s) with the latest Updates and Upgrades installed.

Incident Handling: E-mail Support

Means provision by KASPERSKY of assistance via Internet electronic mail relating to the use of the Product(s), to the Customer's designated Service contact persons. It is the second primary communication channel for submitting the Incidents to KASPERSKY.

The specific provisions of this Service by KASPERSKY are:

- Technical support and consultancy for the purposes of Incident resolution during the installation, configuration and functioning of the Product(s);
- Technical consultancy for the purposes of curing infected files and/or eliminating the viruses from the facilities protected by the Product(s) with the latest Updates and Upgrades installed;
- Distribution of regular Incident tracking and Service quality monitoring reports.

Incident Handling: Telephone Support

Means provision of a telephone help Service by KASPERSKY to the Customer's designated Service contact persons, which offers technical assistance relating to the use of the Product(s). It is the secondary communication channel and should be used in addition to primary channel (On-line and E-mail Support).

3.4.2 Quality Management

Escalation and Claim Management

To make claims and complaints about the Service, the following escalation path may be followed:

Escalation level	1	2	3
Customer Level	Support Engineer	Head of Helpdesk	Responsible Manager (Business Contact)
KASPERSKY Level	Technical Account Manager (TAM)	Head of Support Team	Business Account Manager

The Customer may escalate Incidents that have not been attended to, in case the Incident is on KASPERSKY's side and there is a delay past either the Response time or the feedback time that was previously agreed, as indicated in the Table below.

Delay Time	24 hours	72 hours	5 working days
Severity Level 1	Escalation level 1	Escalation level 2	Escalation level 3
Severity Level 2	-	Escalation level 1	Escalation level 2
Severity Level 3	-	-	Escalation level 1

Response Timelines to Customer Requests

KASPERSKY will do its utmost to respond to Customer's requests in accordance with the following timescales:

Severity Level	Response time
Severity Level 1	2 hours real time
Severity Level 2	4 business hours
Severity Level 3	12 business hours
Severity Level 4	24 business hours

Incident Timeline Control Scheme

At any moment an Incident can be either on the Customer's side (i.e. the Customer undertakes to work on the Incident) or on KASPERSKY's side.

An Incident is on the Customer's side when KASPERSKY requests the Customer to provide information. When the Customer provides the requested information to KASPERSKY, the Incident is then on KASPERSKY's side.

KASPERSKY is responsible for the time only when the Incident is on KASPERSKY's side. Should an on-site visit be required, travel time is not taken into account.

Service Quality Monitoring

KASPERSKY shall keep a log of all pending and resolved Incidents, which have been reported to KASPERSKY. The log will contain the following information:

- Total amount of Incidents used and remaining
- Incident tracking number and description title
- Incident Severity Level and Incident Complexity Level
- Date and time when reported to KASPERSKY
- Response time against predefined level
- Total time which the Incident was on KASPERSKY side and on Customer side
- On which side is the Incident now (Customer /KASPERSKY)
- Name of responsible technical contact of the Customer
- Status of the Incident
- Date and time when Incident Correction was actually delivered (if any)

KASPERSKY shall provide the log to the Customer for review on a monthly basis or from time to time as may be agreed between KASPERSKY and the Customer.

Open Incident Status Reporting

During a resolution of an Incident KASPERSKY will do its utmost to inform the Customer of the overall resolution progress in accordance with the following timescales:

Severity Level	Response time
Severity Level 1	Daily (email or phone)
Severity Level 2	Weekly or more often (e-mail)
Severity Level 3	Monthly - as part of regular Service Quality Monitoring
Severity Level 4	Monthly - as part of regular Service Quality Monitoring

Communication Details

New Incidents should be submitted to KASPERSKY in accordance with table below.

Time, GMT+1	Language	Active support team
KL local office business hours Mo-Fr	English, Local	Primary KL Local office
Sa, Su, Out of business hours for KL Local office Mo-Fr	English	Backup HQ

Technical Account Manager (TAM)

A Technical Account Manager is assigned by KASPERSKY to provide a single communication channel for specific Service(s). The TAM would be the person supervising the handling of all the Customer's Incidents.

TAM availability conditions are individual for each Service provided under this DESCRIPTION.

For daily operation and cooperation regarding issues directly related to supported KL products, KASPERSKY will name a contact person for the Customer within KASPERSKY's support organization (the "Technical Account Manager" or TAM). The TAM will perform the following tasks:

- Provide the Customer with instructions on how to contact KASPERSKY in order to obtain an Enterprise Support Program for the Product(s);
- Respond to all Customer's inquiries according to the stipulated terms;
- Deliver the requested materials (regular reports, Incident tracking, newsletters, etc.);
- Supports Customer's IT department in understanding and implementing recommendations compiled during support service delivery;
- Regular follow-up with Customer on agreed actions to solve support and operation incidents;
- Service planning in collaboration with the Customer's IT department and initiation of delivery of services;
- Acting as an additional escalation level for exception handling in the support process;
- Proactive supply of information to the Customer about new KL products, news, and Best Practices related to support and software operations.

The Customer shall name a qualified counterpart for the TAM (the "Contact Person") and shall provide contact details (in particular e-mail address and telephone number) by means of which the Contact Person or the authorized representative of such Contact Person can be contacted at any time.

The TAM will be available for the Contact Person or its authorized representative via telephone and e-mail during the Local Office Time. In case of critical situations such as Severity 1 incidents, escalations or in case of personal unavailability, the TAM will be backed up by a dedicated contact person beyond the Local Office Time.

TAM is only responsible for the above mentioned tasks and only if and to the extent these tasks are directly related to issues regarding the supported KASPERSKY products.

3.5 Support Services Infrastructure

Support Services Infrastructure is a scalable geographically-distributed organizational and technical solution for provisioning IT-services, adapted to a particular Customer's needs.

This solution is a framework for production and delivery of support services, included into the KASPERSKY Enterprise Support Program.

4 Enterprise Support Program Limitations

All Incidents which were already solved for the Customer (i.e. Incidents where an Incident has occurred on one installed copy of the Product after the same Incident was already resolved with another copy of the Product).

Troubleshooting of all issues similar or identical to already resolved issues (i.e. Incidents where a resolution from a previous Incident can be applied without additional guidance from KASPERSKY).

Incidents caused by Hardware.

Incidents caused by non-supported platform software versions (i.e. beta software, versions of new service packs or additions not yet approved by KASPERSKY for compatibility with the Products).

Incidents caused by installing and running 3rd party applications (including, but not limited to the list of unsupported or incompatible applications published in the documentation). The Current list is available at <http://support.kaspersky.com/faq/?qid=208279270>.

Incidents for which the Customer cannot provide accurate information, as reasonably requested by KASPERSKY in order to reproduce, troubleshoot and investigate the Incident.

Incidents which arise as a result of unused or incorrectly used instructions from KASPERSKY or KASPERSKY documentation which if properly used would have clearly avoided the Incident.