
Kaspersky Lab Support Service Terms and Conditions

Kaspersky Lab Support Service Terms and Conditions are effective from 01.01.2012, and apply on a global basis. They describe the Support Service Kaspersky Lab provides to its Customers. Kaspersky Lab reserves the right to amend these Terms and Conditions and will publish updates at <http://support.kaspersky.com/>. Customers who have purchased additional support offerings are supported according to the conditions outlined in their agreement.

DEFINITIONS

Customer – An individual or a company which has purchased Product under active EULA and to which Kaspersky Lab provides Support.

Prospect - An individual or a company which uses Trial version of Product under valid Trial License.

Software or Product – Each Kaspersky Lab software program in object code format and components licensed by Kaspersky Lab to Customer or Prospect.

End of Life (EOL) – The last day that Product is supported according to the terms of Kaspersky Lab Standard Support Offering.

End of Sales (EOS) – The date when Product is no longer available for purchase from current Kaspersky Lab Price Books.

General Availability (GA) – Product is generally available for sale on current Kaspersky Lab Price Book.

Support Case or Case – An action of Customer or Prospect to contact Technical Support in order to obtain knowledge, resolve doubt, or solve a problem.

Standard Support Offering

Standard Support Offering Definition

The list below describes the Standard Support Services Kaspersky Lab provides to Customer or Prospect:

- ▶ Help with errors concerning Product functionality
- ▶ Help with errors and questions concerning regular database updates
- ▶ Help with false detections by Product
- ▶ Help with recovery of lost or damaged license information.
- ▶ Help with “How-To” questions such as:
 - How and where to download Product
 - Basic installation questions
 - Removal of competitive product
- ▶ Help with questions related to buying and renewing Product

Standard Support is delivered over the following channels: phone, e-mail, chat or via Self Service Portal. The actual channels may vary for specific Kaspersky Lab subsidiaries or local service delivery partners.

Limitations to Standard Support Offering

Kaspersky Lab has no obligation to provide Support where:

- ▶ Hardware and/or Software are not compliant with system minimal requirements for Product.
- ▶ Product reaches End of Life point.

The following list requests types (but not limited to) is not covered by Standard Support Offering:

- ▶ Performance improvements and PC Tuning
- ▶ Disinfection of malware infected computers
- ▶ Questions related to the creating, testing or study of a “live” virus
- ▶ On-site Support
- ▶ Off-hours Support
- ▶ Questions relating to the function or 3rd party applications or operating systems
- ▶ Patching of operating systems, and 3rd party applications, vulnerability patching
- ▶ Best practices of network security configuration
- ▶ Product training
- ▶ Product deployment walkthroughs
- ▶ Product health checks and Tune ups

Support Hours

Standard Support is provided during weekdays (Monday to Friday) from 10:00am till 6:00pm. The actual support hours may vary for specific Kaspersky Lab subsidiaries or local service delivery partners.

Language Support

Kaspersky Lab provides Standard Support Services in English, French, German, Italian, Russian, Spanish and other languages supported by local service and/or delivery partners. Local service delivery partners will use commercially reasonable efforts to provide language support during Regional Business Hours, based on available resources.

Case Management

Kaspersky Lab will use commercially reasonable efforts to manage the Support Case and address Customer’s problem according to severity level. Kaspersky Lab defines severity level for every Case. Customer must provide Kaspersky Lab with timely responses and any information that might reasonably be needed to address the problem.

All Cases resolved by Support wait for Customer’s confirmation. If a Case is not closed within 15 days after resolution, it gets automatically closed with corresponding notification to Customer.

Online Self Service Portal

Our Online Self Service Portal located at <http://support.kaspersky.com/> includes product support information that Customer or Prospect may use to perform self-help.

One of the parts of Online Self Service Portal is the Knowledge Base which contains articles concerning to product information, system requirements, information regarding error and warning messages in the Software, as well as How-To articles and FAQs. The Knowledge Base contains product support information until EOL of Product.

Kaspersky Lab also delivers support through community forums at <http://forum.kaspersky.com> by providing interactive communication with experts who will effectively help the Customer or Prospect to solve a problem. Currently forums are supported in English, Russian, German and Spanish.

If none of the above mentioned self-service resources were helpful for the Customer to resolve the problem, the Customer can submit a Case to Kaspersky Lab Technical Support at <http://support.kaspersky.com/helpdesk.html>. Business Customers can refer to the contact page of Kaspersky Lab subsidiaries providing Support at http://support.kaspersky.com/support/business_support_contacts.

The Customer may use our online case management tools to log, track, update and close support Cases online:

- ▶ For Home Users: *MyAccount* at <https://my.kaspersky.com/>. *MyAccount* guidelines published at <http://my.kaspersky.com/faq>.
- ▶ For Business Customers: *Personal Cabinet* at <https://support.kaspersky.com/en/personalcabinet>. *Personal Cabinet* guidelines published at http://support.kaspersky.com/pc_help/.

Availability of *MyAccount* and/or *Personal Cabinet* to the Customer may vary for specific Kaspersky Lab subsidiaries or local service delivery partners.

Samples of new viruses can be sent directly to Kaspersky Virus Lab at <http://support.kaspersky.com/virlab/helpdesk.html>. Requests to Kaspersky Content Analysis Lab can be sent directly at <http://support.kaspersky.com/content/helpdesk.html>.

Product Support Lifecycle

Kaspersky Lab provides different levels of Support Service depending on where Product is in its lifecycle. The Product lifecycle starts when Software becomes commercially available for purchase. While the Major Release and its related releases are available, Kaspersky Lab provides a level of support called Standard Support. When the Major Release and its related releases reach End of Sales (“EOS”), Kaspersky Lab provides a level of support called Limited Support. When the Limited Support phase ends, the Software then moves to Not Supported phase. At the end of Not Supported phase, the Software reaches its End of Life (“EOL”) point. The deliverables provided during each support phase are defined below. The list of supported products and their support statuses is published at http://support.kaspersky.com/support/support_table. Definitions of the different Support phases are as follows:

Standard Support phase

- ▶ Release of patches for the Software (addressing confirmed Product problems).
- ▶ Standard Support Offering.
- ▶ Release of regular database updates. Regular updates for Kaspersky Lab Software and databases ensure the most effective and complete protection.
- ▶ Standard Support status may be limited in time. End of Support Life date along with the date of final guaranteed regular database update are published at http://support.kaspersky.com/support/support_table.

Limited Support phase

- ▶ No new patches are released for this Software version during this phase.
- ▶ Standard Support Offering.

- ▶ Release of regular database updates. Regular updates for Kaspersky Lab Software and databases ensure the most effective and complete protection.
- ▶ Limited Support status may be limited in time. End of Support Life date along with the date of final guaranteed regular database update is published at http://support.kaspersky.com/support/support_table.

Not Supported phase

- ▶ Neither technical support nor new patches are available during this phase.
- ▶ The only support service deliverable is regular database updates. Date of final guaranteed regular database update is published at http://support.kaspersky.com/support/support_table.

At the end of Not Supported phase, the Software reaches its End of Life (“EOL”) point. After EOL point:

- ▶ Neither Standard Support Offering nor patches are available for Software.
- ▶ Release of regular database updates for this Software version is not guaranteed (although it might continue for a certain period of time).

Here is a table showing the Support Service deliverables available during different product cycles. The actual deliverables for a specific Business Software Product may vary.

Support phase / Service Deliverables	Database updates	Standard Support Offering	Error fixing
Standard Support Phase	Yes	Yes	Yes
Limited Support Phase	Yes	Yes	No
Not Supported Phase	Yes	No	No
End of Life	No	No	No

Customer Responsibilities

To ensure the highest standard of operation, it is recommended that the Customer upgrades to the Major Release and the current version of Product. The current version of Product is supported during the entire term specified in the applicable license agreement.

Customer must provide Kaspersky Lab with timely responses and any information that might be reasonably needed to address the problem.