Premium Technical Support
MSA Plus

Extend your possibilities with Plus Maintenance Service Agreement

Convenient submission

Submit requests 24 hours a day, 365 days a year

Individual requests

Request to make changes to antivirus signatures

Submit 12 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 Plus customers are assigned with higher priority compared to requests within the standard support package.

Severity levels

(Level 1) (Critical)	(Level 2) (High)	(Level 3) (Medium)	(Level 4) (Low)
Critical problem, which interrupts business functioning, causes systems to crash, or data loss	Moderate issue which affects functionality but does not cause data corruption/loss or software crash	Non-critical issue or service request, which partially affects product	Minor issue or service request, which does not affect functionality
⏱ 4 working hours	⏱ Requests are processed within reasonable time, depending on the nature of the requests		

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 Plus subscribers

kaspersky

support.kaspersky.com/corporate/msa
support.kaspersky.com/corporate/professional_services