



Terms of Use of Kaspersky Software Products (Kaspersky Lab)

Article 1: Definitions

1.1 Vendor: By Vendor it is meant "Shatel", and "Shatel" is the brand name for Internet services of Shatel Information and Communication Technology Group (Private Joint Stock), which is registered under number 213472.

1.2 Subscriber: By subscriber it is meant "buyer" who requests to receive "Kaspersky Software Products".

1.3 Signature Database: It is a package of updates which is periodically provided in order to update Kaspersky software database.

1.4 Activation code: It is a set of characters that contains numbers and letters and will be activated by entering it in the relevant section in Kaspersky software products.

Article 2: Subscriber acknowledges and declares that:

2.1 Subscriber is fully aware of the subject matter of the provided service (Kaspersky Software Products).

2.2 This version of Kaspersky software can be installed and used on Windows 10, Windows 8, Windows 7, Windows XP and Windows Vista.

2.3 The duration for providing Kaspersky software is expressed in terms of a 30-day month.

2.4 Activation codes can be used according to the number of users (1, 3, 5 and 10 users) on the same number of systems and not more than that.

2.5 If any Kaspersky security software is installed on a number of systems more than the number of purchased activation codes, the activation code will be blacklisted by Kaspersky Lab and will be unusable, and Vendor will not be liable for this. Obviously, the subscriber must take measures to secure their activation code.

2.6 Subscriber will be allowed to activate Kaspersky Security software twice within the validity period of the purchased activation code. For instance, if Windows, Kaspersky Internet Security software or Kaspersky Total Security software are installed more than twice during the validity period, it is not possible to activate the software using the activation code, and the activation code will be blocked by Kaspersky Lab.

2.7 These products are sold separately and are completely separate from Shatel high-speed Internet service, ADSL +.

2.8 Subscriber is liable for removing previously installed antivirus software, and changing or installing operating system on defective devices (including problems caused by viruses or any other problems).

Subscriber's Name

Signature and Stamp



2.9 Subscriber shall update Kaspersky Security Software products and run periodic full scan of the system.

2.10 Subscriber undertakes to provide a condition for the computers on which Kaspersky software is installed to be connected to the Internet continuously and uninterruptedly to update the Signature Database in order to identify the latest threats (viruses, worms, malware, etc.) and to keep the activation code valid.

2.11 The traffic needed to receive the source files of Kaspersky software from Shatel website and the traffic needed for the first update of the Kaspersky software is free of charge for the users of Eco services.

2.12 Subscriber is liable for the consequences of disabling the software, and if Kaspersky Security software is deactivated at different times and the system gets infected by any malware, Vendor will not be liable for this.

2.13 Vendor will not be liable for any problems caused due to the subscriber's system being attacked by viruses or loss of information.

2.14 The product will be delivered only if full payment of the entire cost is done.

2.15 Renewal of the subscription period (1 or more months) is done according to incoming payments.

2.16 The purchased product is delivered to the subscriber electronically and via providing the activation code.

2.17 After purchasing any of Kaspersky products, subscriber shall register in my.kaspersky.com so that in case of any problem (related to blocked activation code or any unpredicted technical issues), they could resolve the problem with the help of Kaspersky Lab.

2.18 In order to resolve your problems in the shortest time possible, please call and ask your technical questions from technical support team on 23089 or send an email to av-cs@shatel.ir in Tehran, and in other cities call Shatel franchise office.

2.19 Subscriber is 18 years old or more and has the legal authority to accept the present terms and conditions, and also promptly declares any changes in their personal and financial information to "Vendor" in writing.

2.20 If "subscriber" does not comply with any of their obligations, "vendor" is authorized to unilaterally discontinue the service and refrain from providing the service for the "subscriber". In this case, the remaining amount of the subscription fee will not be refunded and will be considered as non-performance damage. Obviously, if the damage is greater than the remainder of the subscription, "subscriber" shall compensate for it. "Vendor", in any case, reserves the right to pursue legal proceedings and to send a debt notice and receive outstanding liabilities. "Subscriber" is liable for the compensation for all damages incurred by "vendor" in any form.

Subscriber's Name

Signature and Stamp



2.21. When the payment is made, the activation code is generated for the subscriber; therefore, the cancellation of the service is by no means possible and, if canceled, no funds will be refunded to the “subscriber”.

2.22 Provision of the service starts as the subscriber activates the code via my.shatel.ir.

2.23 After purchasing Kaspersky products, if the service is not activated within one month, the activation code will be automatically activated.

2.24. “Subscriber” commits to the observance of the Law Protecting Rights of Creators of Computer Software, Law for the protection of Authors, Composers and Artists Rights, and Copyrights.

2.25 In case of the occurrence of the following, the contract will be withdrawn from support:

* Any changes or modifications in the source file, its versions and Kaspersky software’s code

* Using the activation code purchased from Shatel on old or cracked versions

* Using the software for unforeseen purposes

2.26 “Vendor” undertakes to provide phone Technical Support for the subject matter of the present document 24/7 for “subscriber”.

2.27 "Vendor" reserves the right to change any of the provisions of this document in the framework of the laws and regulations of the country and the decisions of the authorities, without the need for coordination or obtaining subscriber’s agreement, and if "subscriber" does not accept the changes and new conditions, they may request for service cancellation in writing.

2.28 When the product is expired by Kaspersky Lab, the service will not be provided and the subscriber, if needs the product, will have to use a new product of the company.

Article 3: Obligations of the Vendor:

3.1 If the subscriber is the user of one of ECO services of Shatel, the traffic used to receive the software’s initial version and its activation code will be automatically added to the traffic of user’s service.

3.2 At the discretion of technical support experts, subscriber needs to install TeamViewer software on their system and provide the technical support experts with the remote access to their system. (To get the related file, visit www.teamviewer.com)

Note 1: Subscriber is responsible for the proper use of TeamViewer software and the protection of the data and programs installed on their system.

3.3 Primary service support is offered via telephone, email, online chat and TeamViewer software. If it is needed or at the discretion of technical support experts or subscriber’s request, the support service is provided at subscriber’s location, and subscriber shall pay the fee.

Subscriber’s Name

Signature and Stamp



3.4 All software services and support will be offered via telephone calls, e-mail, or, at the discretion of technical support experts, by experts paying visits to subscriber's location and upon receiving the related fees, unless there is a need to provide specific services outside the scope of the antivirus and obligations related to the software, in which case the parties will agree on the matter and act accordingly.

3.5 In the event of any changes in the laws and regulations, the increase in taxes, duties, changes in the tariffs, price increases, etc., "subscriber" can accept and pay new terms and prices. Obviously, if the "subscriber" does not accept the new terms, "vendor" will unilaterally terminate the service.

3.6 "Vendor" may refrain from providing services to "subscriber" at any time without referring to any authorities.

3.7. If "subscriber" fails to observe all or part of these conditions, "vendor" may discontinue the service without prior notice and with no reference to the judicial or administrative authorities.

3.8. If the software, system or the Internet has been disconnected and the software has not been updated for a long time by the subscriber, vendor will not be liable for any damages to the subscriber's system.

3.9 Vendor is not liable for installing software on a system which does not meet the minimum software and hardware requirements for the service.

Subscriber's Name

Signature and Stamp