

Compare Service Offerings

Component	Gold	Platinum (250+ Users)	CSM – Lite (Platinum only)	CSM (Platinum only)	Resident Engineer
Global Support Center Access	24x7x365	24x7x365			
Targeted Response Times (Priority 1/2/3)					
-Priority 1	30 Minutes	15 Minutes	Platinum + Designated SME during Business Hours		Platinum + Dedicated SME during Business
-Priority 2	1 Hour	1 Hour			
-Priority 3	8 Hours	4 Hours			
Online Knowledge Base / Documentations / Forums	✓	✓	✓	✓	✓
Online Portal Access	✓	✓	✓	✓	✓
Proactive Customer Success Services	L1 CSA Pool	L1/L2 CSA Pool	L2/L3 Designated CSM	L3 Designated CSM	L3 Dedicated SME
On-demand Onboarding Assistance for PZTA	✓	✓	✓	✓	✓
Usage Analysis and Adoption Reports for PZTA	✓	✓	✓	✓	✓
Maintenance Window Coverage	✓	✓	✓	✓	✓
In-depth Root Cause Analysis	✓	✓	✓	✓	✓
Software Releases & Updates	✓	✓	✓	✓	✓
Support Notifications	✓	✓	✓	✓	✓
Escalate Now	—	✓	✓	✓	✓
Quarterly and Annual Business Reviews	—	✓	✓	✓	✓
Skip Tier Support (Expert to Expert)	—	✓	✓	✓	✓
Pro-active Onboarding Assistance for PZTA	—	✓	✓	✓	✓
Customized Webinars and Training Sessions for PZTA	—	✓	✓	✓	✓
Product Issues Impact Review	Optional Add-on	✓	✓	✓	✓
Skip-Tier Escalation	—	—	✓	✓	✓
Remote Operational Review	—	—	✓	✓	✓
Onsite Operational Review	—	—	—	✓	✓
Provide Service Support Plan	—	—	—	✓	✓
Active Tracking of Service Deliverables	—	—	—	✓	✓
US Citizen Support	—	Optional Add-on	Optional Add-on	Optional Add-on	Optional Add-on
Designated Customer Success Manager	—	Optional Add-on	✓	✓	N/A
Dedicated Resident Engineer	—	Optional Add-on	N/A		✓
Deployment Support Account Manager	Optional Add-on				✓
Customized Professional Services	Optional Add-on				

Hardware Replacement Options

	Return to Factory	Same Day	Same Day Onsite Tech	Next Day	Next Day Onsite Tech
Advanced Replacement		✓	✓	✓	✓
Pulse Secure Pays Shipping costs		✓	✓	✓	✓
10 days to return defective parts	✓	✓	✓	✓	✓
Next Business Day Delivery				✓	✓
Same Day Delivery		✓	✓		
Onsite Technician			✓		✓

Service Level Agreement (SLA):

Same Day: 4 hours parts delivery - 7 days a week 24/7 (Including Holidays)

Next Business Day (NBD): 5 days a week, 9 hours a day parts delivery. Replacement parts order must be processed no later than 2PM at the destination local time zone. Local Holidays are excluded and replacement parts will be scheduled to arrive the next Business day after the Holiday

Same Day Onsite Technician: 4 hours part delivery with on site technician

Next Day Onsite Technician: 5 days a week, 9 hours a day parts delivery. RMA order must be processed no later than 2PM at the destination local timezone

Note: These SLAs are based on shipping addresses that match the Installed At address in your Pulse Secure support contract.