



Pulse Secure Global Customer Service (GSC)

Pulse Secure offers 24 x 7 x 365 Global Customer Service for partners and customers. The Global Support team handles **support issues** and **security vulnerability issues** for all Pulse Secure products.

Our support team includes Customer Care, Global Support Center (**GSC**) engineers, and Global Escalation Center (**GEC**) engineers.

Escalation Managers are available 24x7 to assist with case escalations for urgent issues or when the customer needs faster progress.

How to Open a Case

- **By phone:** Call **1-844-751-7629** (Toll Free USA)
More phone numbers: <https://www.pulsesecure.net/support/support-contacts>
- **By Web:** <http://www.pulsesecure.net/support/>

The primary goal of the support team is to deliver a **remarkable customer experience on every case**.

Response Times and Communication Guidelines

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			

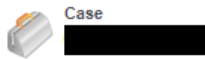
How to Escalate a Case

Pulse Secure support uses skill-based routing to distribute cases to L0, L1, L2, and L3 engineers. L0 to L2 engineers escalate cases to the next level if they are unable to resolve the issue. L3 engineers escalate complex issues to engineering using a Problem Report (**PR**).

Customers can escalate cases at any time if they are unsatisfied with the quality of service or technical expertise of the current case owner in following two ways.

1. Escalate by Phone: Call [1-844-751-7629](tel:1-844-751-7629) and select Option #2 to reach the customer Care team. Then, ask for an Escalation Manager for your case.
2. Escalate Online: Login to Case Center (my.pulsesecure.net), and from the case, press the Escalate Now (**EN**) button.

Screen Reference:



Show Feed

Case Comments [3]

Case Detail

Change Priority

Escalate Now

Close Case

Useful links:

Support Home Page: <https://www.pulsesecure.net/support/>

1. Case Center User Guide
(<https://www.pulsesecure.net/download/datasets/5806/CaseCenterUserGuide.v2.pdf>)
2. Global Support Contact Numbers
(<https://support.pulsesecure.net/support/support-contacts/>)
3. How to Download Software
(https://kb.pulsesecure.net/articles/Pulse_Secure_Article/KB40028)
4. How to generate RMA license
(https://kb.pulsesecure.net/articles/Pulse_Secure_Article/KB40023)
5. Pulse Secure End User Agreement
(https://support.pulsesecure.net/web/wp-content/uploads/2019/02/PulseSecure_EUSA_110117.pdf)
6. Software & Hardware End Of Life
(<https://support.pulsesecure.net/product-service-policies/eol/>)