zscaler™ | **U.S. Government Solutions**

Zscaler Support Offerings

For US Government Cloud Customers

Zscaler's support offerings for US Government Cloud Customers provides expedited response time, while ensuring that your most sensitive technical issues are handled by verified US citizens throughout your technical support experience.

Offering Overview

Verified Support Personnel

- Verified US Citizenship & work location (CONUS)
- Comprehensive Global Background Check Program, includes:
    - I–9 & E–Verify
    - Criminal Check (where permissible)
    - Employment & Education Checks
- US Citizen support staff attend yearly briefings relating to handling Government/sensitive data

Includes...

- 24/7 Technical Support availability, staffed with verified US Citizens on US Soil
- Direct access to senior technical resources, to help drive down time to resolution
- Zscaler's most aggressive response Service Level Objectives (refer to table below)

ZSCALER SUPPORT AT-A-GLANCE	ESSENTIAL	SUPPORT PLUS	PREMIUM SUPPORT ADVANCED	PREMIUM SUPPORT ADVANCED PLUS
Access 24 x 7 x 365	✔	✔	✔	✔
Phone / Web Portal / Admin Console	✔	✔	✔	✔
Online Training, User Guides, Knowledge Base	✔	✔	✔	✔
Service Level Objectives for Initial Case Response				
P1 – Urgent	30 minutes	15 minutes	15 minutes	15 minutes
P2 – High	1 hour	30 minutes	30 minutes	30 minutes
P3 – Medium	3 hours	2 hours	2 hours	2 hours
P4 – Low	4 hours	4 hours	4 hours	4 hours

In addition to an enhanced Technical Support experience, customers that purchase the *Support Plus, Premium Support Advanced,* and *Premium Support Advanced Plus* offerings have access to Zscaler's Customer Success team to help you execute your digital transformation and achieve your business objectives. The team's engagement model follows a standardized approach, with clear deliverables geared to help maximize your investment and alignment to Zscaler's leading practices. Additionally, through the Customer Success team, customers can gain access to technical and operational guidance as well as data-driven insights to support your Zero Trust transformation.

	SUPPORT ESSENTIAL	SUPPORT PLUS	PREMIUM SUPPORT ADVANCED	PREMIUM SUPPORT ADVANCED PLUS
ACCESS TO EXPERTISE *			Customized Training Plans	
			Annual Security Policy Reviews	
			Biannual Architecture Reviews	
OPERATIONAL EXCELLENCE *				Quarterly Enhancement Request Review and Prioritization
			Operational Runbook Creation	
			Proactive Notifications	
		Quarterly Operational Reviews		
		Annual Business Continuity Plan Review		
		Annual Health Check		
		Annual Service Resilience Audit	Biannual Service Resilience Audit	
		Monthly Support Case Review	Weekly Support Case Review	
PRODUCT SUPPORT	Support Access 24x7			

* Offering limited to no more than 2 tenants per licensed product

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About Zscaler
Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at **zscaler.com** or follow us on Twitter **@zscaler.**