



# Zscaler Support Essentials

## Support Essentials Offering

Zscaler’s *Essential Support* service offering includes 24/7 availability, expedited response times, and direct access to resources to help drive down time to resolution.

### Customer Success Center

Zscaler’s Customer Success Center (<https://customer.zscaler.com/>) provides additional tools and services to assist your organization during it’s Zero Trust journey, including:

- Access to Zscaler’s customer community and user groups.
- Guided steps along the way of your customer journey, helping you to identify ways you can better utilize Zscaler’s services and get the most out of your subscription.

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	✓	✓	✓	✓
Support Experience Level	Technical Support Engineer (Pool)	Senior Technical Support Engineer (Pool)	Senior Technical Support Engineer (Pool)	Focal Support (Pod)
Account Engagement Overview *	N/A	Support Case Reviews, Operational Reviews, Business Continuity Plan, Health Check, Service Resiliency Audit	<i>Support Plus</i> + Proactive Product Notifications, Zscaler Operational Runbook, Customized Training Plans, Security Policy Reviews, Architecture Reviews	<i>Premium Support Advanced</i> + Focal Support, Enhancement Request Review & Prioritization
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

\* 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](https://zscaler.com) or follow us on Twitter @zscaler.

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