

Zscaler Support Plus

Proactive Engagement, responsive support

Zscaler’s *Support Plus* service provides a blend of proactive and responsive engagement to keep your services optimized, secure, and available. This service level includes 24/7 availability, expedited response times, and direct access to senior technical resources to help drive down time to resolution. In addition, *Support Plus* provides access to Zscaler’s Customer Success team to help you maximize the value of your Zscaler investment while minimizing operational costs and recurring problems.

The foundation of the *Support Plus* offering is its increased technical support responsiveness. It couples 24/7 availability with immediate access to senior technical support engineers. This ensures you have the support you need, when you need it. You’ll also be assigned a designated resource from our Customer Success team to help develop in-depth knowledge of your IT environment and business objectives. The team’s engagement follows a standardized approach, with clear deliverables geared to help maximize your investment and alignment to Zscaler’s leading practices. 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.

| 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 |

Support Benefits

Faster Response Times

- Shorter response times for support tickets.
- Expanded escalation window beyond regular business hours to 24x7x365 days a year.

Direct Engagement by Senior Engineers

- Immediate engagement on all issues by senior technical support engineers.
- Complex issues can be resolved faster.

Education and Training

- Regular training is provided via webinars, as well as access to Zscaler Academy to help you leverage the Zscaler products & services most effectively.

Product Expertise & Operational Excellence Benefits

Customer Success Engagement

- Single point of contact for escalation & critical issues.
- Adoption planning & support to drive outcomes for your business.
- Deeper understanding of your Enterprise environment for improved supportability.

Operational Excellence

- Monthly Support Case Review
- Quarterly Operational Reviews
- Annual Business Continuity Plan Review
- Annual Health Check
- Annual Service Resiliency Audit

Access to Expertise

- Customer Success Engineering — Access to architectural & product expertise, as well as real world deployment experience to help accelerate product adoption (8x5 availability, consultation only).



Experience your world, secured.™

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.

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