



### 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

	Initial Response		Update Frequency
Support Tier	Platinum Support	Gold Support	-
P1 (Extremely Urgent)	Within 30 minutes	Within 1 hour	Updated every four hours
P2	Within 1 hour	Within 1 hour	Updated every business day
P3	Within 4 hours	Within 8 hours	Updated every three business days
P4	Within 24 hours	Within 24 hours	Updated once per week

### 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 to the next level at any time if they are unsatisfied with the quality of service or technical expertise of the current case owner:

**Escalate by Phone:** Call **1-844-751-7629** and select **Option #2** to reach the Customer Care team. Then, ask for an **Escalation Manager** for your case

**Escalate Online (Platinum Customers Only):** Use the **Escalate Now (EN)** button in the Case Management Tool

**Pulse Secure Protection Services Tiers**

Service Component	Gold	Platinum
Online Knowledge Base/ Documentation / Forums	✓	✓
Online Portal Access	✓	✓
Email & Web Support	✓	✓
Global Support Center Access	24x7x365	24x7x365
Maintenance Window Coverage	✓	✓
In-depth Root Cause Analysis	✓	✓
Software Releases & Updates	✓	✓
Support Notifications	✓	✓
E-Learning	✓	✓
Escalate Now	-	✓
Quarterly and Annual Business Reviews	-	✓
Skip Tier Support (Expert to Expert)	-	✓
Health Check Analysis	-	✓
Support Upgrade Recommendation	-	✓
Product Issues Impact Review	Optional Add-on	✓
Targeted Response Times (Priority 1/2/3)	✓	✓
Priority 1	1 hour	30 minutes
Priority 2	1 hour	1 hour
Priority 3	8 hours	4 hours
Optional Add-on		
Resident Engineer	-	Optional Add-on
US Citizen Support	-	Optional Add-on
Support Account Manager	-	Optional Add-on
Keep Your Hard Drive Service	Optional Add-on	Optional Add-on

### Hardware Failure Issues (Return Materials Authorization or RMAs)

Customers can report hardware failures by creating a support case. Depending on the customer's support contract, Pulse Secure can ship a defective hardware replacement on the **Same Day (SD)** or **Next Day (ND)**. Pulse Secure can also provide on-site assistance if the customer has purchased the on-site assistance service for the defective unit. The following table provides the various shipment and delivery options for defective units.

Hardware Replacement Timelines	Return to Factory (RTF)	Next-Day Ship (NDS)	Next-Day Delivery (ND)	Next-Day with Technician (NDCE)	Same-Day (SD)	Same-Day with Technician (SDCE)
10 Business Days	✓					
Next-Day Parts Shipment		✓				
Next-Day Parts Delivery			✓	✓		
Same-Day Parts Delivery					✓	✓
Onsite Technician				✓		✓