

Compare Service Offerings

Component	Gold	Platinum (250+ Users)
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
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 Replacement Options

	Return to Factory	Same Day	Same Day Onsite Tech	Next Day	Next Day Onsite Tech
Advanced Replacement		✓	✓	✓	✓
Pulse Secure Pays Shipping costs		✓	✓	✓	✓
10 days to return defective parts	✓	✓	✓	✓	✓
Next Business Day Delivery				✓	✓
Same Day Delivery		✓	✓		
Onsite Technician			✓		✓

Service Level Agreement (SLA):

Same Day: 4 hours parts delivery - 7 days a week 24/7 (Including Holidays)

Next Business Day (NBD): 5 days a week, 9 hours a day parts delivery. Replacement parts order must be processed no later than 5PM at the destination local time zone. Local Holidays are excluded and replacement parts will be scheduled to arrive the next Business day after the Holiday

Same Day Onsite Technician: 4 hours part delivery with on site technician

Next Day Onsite Technician: 5 days a week, 9 hours a day parts delivery. RMA order must be processed no later than 5PM at the destination local timezone

Note: These SLAs are based on shipping addresses that match the Installed At address in your Pulse Secure support contract.
