

RedTail Zscaler Premium Support Service

Pricing for Premium Support services is dependent on specific conditions and requirements of the customer including:

- The number of Zscaler modules present within the environment.
- The size of the install base (users).
- The selected traffic forwarding methods.
- The environmental complexity.

These are all explored as part of the onboarding and discovery process.

Pricing in GBP

Product Name	SKU	Pricing Meter	Annual Price: 3 Year	Annual Price: 1 Year	Description	Minimum Quantity
RedTail Zscaler Premium Support Service	RT-ZS-PS	Annual Fee, Base + user count	From 42,000	From 50,400	RedTail Zscaler Premium Support provides ongoing technical support and advisory services for Zscaler Internet Access (ZIA), Zscaler Private Access (ZPA), or both. The service includes incident triage, troubleshooting, configuration guidance, and vendor escalation, supporting customers in operating and maintaining their Zscaler environment while retaining operational control.	N/A