

# Citrix Success Programs Comparison

Offerings are available for Digital Workspaces on-premises, cloud, and hybrid customers. Also now available for App Delivery and Security subscriptions.

| Feature  | Select                | Priority  | Priority Plus         |
|--|-----------------------|---|-----------------------|
| Access to software updates and/or code releases  | ●                     | ●   | ●                     |
| Access to Citrix Virtual Apps and Desktops <a href="#">Long Term Service Release</a> . <a href="#">Learn More</a>  | ●                     | ●   | ●                     |
| Unlimited support via phone, web, and live chat and an unlimited number of technical contacts to open and manage cases   | ●                     | ●   | ●                     |
| Installation and configuration assistance to provide general guidance with problems  | ●                     | ●   | ●                     |
| Best-in-class severity 1 response time target <sup>1</sup>   | <30 min response time | <15 min response time   | <10 min response time |
| Severity 1 fastest restoration target <sup>1</sup>   |                       |   |                       |
| Non-platform   |                       | <6 hours  | <4 hours              |
| Cloud platform uptime availability in any 30-day calendar period. <a href="#">Learn More</a>   | ●                     | ●   | ●                     |
| Select Learning Subscription featuring on-demand training to build and sharpen your skills and solve problems fast   | ●                     | ●   | ●                     |
| Success planning tools and resources to create a personalized plan, accelerate your project, measure progress, and ultimately drive usage to help you realize the full value of your workspace | ●                     | ●   | ●                     |
| Return Material Authorization (RMA) <sup>2</sup><br>Choose RMA add-on option (required with App Delivery and Security subscriptions only)  |                       | With RMA Add-on:<br>Standard RMA 1-business day or<br>Expedited RMA 4 hours |                       |
| Assigned technical account management to understand your environment, business and technology objectives, and ensure optimization of your Citrix solutions                                     |                       | ●   | ●                     |
| Priority Queue with direct access to Priority Support Engineers for faster issue resolution <sup>1</sup>   |                       | ●   | ●                     |
| Environment supportability and operational review to minimize risk and downtime through proactive insights   |                       | ●   | ●                     |
| Critical Situation Management to own and expedite remediation for severity 1 issues  |                       | ●   | ●                     |
| Scheduled Support for change events to assist with implementations, migrations, and updates  |                       | 40 hours  | 80 hours              |
| Customizable add-on packages aligned to your business objectives, with a hand-picked team of Citrix experts focused on your success  |                       |   | ●                     |
| Executive level sponsor to act as your advocate and ensure your requirements and issues are dealt with promptly  |                       |   | ●                     |
| Root Cause Analysis to prevent problems from re-occurring  |                       |   | ●                     |

## Legal Disclaimers and Program Terms:

For a complete overview of our Citrix Support services and guidelines, please review the [Worldwide Support Services Guide](#).

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| <p><b><sup>1</sup>Response Times</b></p> | <p>Best-in-class and Fastest response times are based on competitive offerings in the same industry and price tier. 24/7/365 Support - Citrix provides 24/7/365 for Severity 1 issues only. CSS Priority customers receive 24/7/365 for Severity 1 and Severity 2 issues. Assistance with Severity 2 (site degradation) and all other issues is available during local business hours, Monday - Friday excluding local public holidays. America - 8:00 a.m. to 9:00 p.m., EMEA - 8:00 a.m. to 6:00 p.m., APAC - 8:00 a.m. to 5:30 p.m., Japan - 9:30 a.m. to 5:30 p.m.</p>  |
| <p><b><sup>2</sup>RMA Add-on</b></p>     | <p>RMA add-on required with CSS App Delivery and Security subscriptions only. Customer Success Services Select is embedded in the ADC Starter Pool subscription. Priority and Priority Plus can be purchased as an add-on. RMA options include:</p> <ul style="list-style-type: none"> <li>• <b>Standard RMA</b> - Ships within 1 business day after issuing the RMA number.</li> <li>• <b>Expedited RMA</b> - Delivery within 4 hours after Citrix authorizes the issuance of a replacement product from the service center. Please note that in countries where regulation requires export approval documentation in advance of RMA shipment, the time for shipment may be longer.</li> </ul> <p><b>Please note:</b> In countries where regulation requires export approval documentation in advance of RMA shipment, the time for shipment may be longer.</p> <p><b>Expedited RMA Program Criteria:</b></p> <p>With Expedited RMA, the service includes delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center. This service is only available if the Customer location where the replacement Product will be delivered is within 70 miles of a Citrix Service Center for locations in the United States, or 50 miles of a Citrix Service Center for locations outside the United States, and the Customer location and the Citrix Service Center are located in the same country. Customer is responsible for ensuring that it is located within such radius. Citrix Service Center locations can be found here. Any questions related to Citrix Service Center locations should be sent to <a href="mailto:goldplusaddress@citrix.com">goldplusaddress@citrix.com</a>.</p> <p>Customer must submit the physical address of the Product with Expedited RMA coverage to <a href="mailto:goldplusaddress@citrix.com">goldplusaddress@citrix.com</a> immediately after the Product has been installed. Addresses can also be updated by emailing <a href="mailto:goldplusaddress@citrix.com">goldplusaddress@citrix.com</a>. Such address is the Customer location referred to above where the replacement Product will be delivered. Any variations to such address will not be accepted at the time of the service request.</p> <p><b>Please note:</b> If the Customer location meets the requirements above but a new Citrix Service Center needs to be set up, this will require a lead time of up to (6) weeks in the U.S. or three (3) to six (6) months outside of the U.S. prior to Expedited RMA being available. Customer will receive Standard RMA (next business day RMA shipment) for the applicable Products until the Citrix Service Center is set up.</p> <p>Some Product components are not available under the Expedited RMA.</p> |
| <p><b>License Compliance</b></p>         | <p>Through your purchase of Citrix Support services, and to the extent permitted by applicable law, you agree to allow Citrix to audit license compliance pursuant to the license compliance terms explained at: <a href="https://www.citrix.com/about/legal/product-license-compliance.html">https://www.citrix.com/about/legal/product-license-compliance.html</a>.</p>   |
| <p><b>All-in-Rule</b></p>                | <p>In order to receive CSS benefits, customers must have active CSS for 100% of its licenses within one product line and under a single ORG ID. This is known as the "All-in Rule."</p> <p>Partial CSS coverage within a product line is not permitted. If the customer has licenses that are no longer in use, they have the option to permanently rescind such licenses in order to exclude these from pool of licenses for which CSS is being purchased. License transfers to new or existing ORG IDs, for the purpose of avoiding the All-in Rule is not permitted. A customer is not permitted to extend the benefits of CSS to any licenses that do not have an active CSS agreement. Compliance will be monitored and without waiving other remedies, Citrix reserves the right to suspend CSS benefits and invoice a customer for any underpaid CSS fees for compliance violation(s).</p>   |

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| <p><b>Priority Service Level Compliance</b></p> | <p>At point of upgrade to Priority, all software licenses must be upgraded (i.e., customers may not have a mix of Select &amp; Priority services on Software licenses)*</p> <p>*Service Level Compliance rules apply. Service Level Compliance requires the customer to maintain the same CSS level of service across all software product lines (cloud subscriptions, on-premises/perpetual and termed/annual software licenses). In the event that service level compliance is not maintained, the customer will be supported at the lowest of their active service levels. Customers will be notified of non-compliance. No refunds will be given.</p> |
| <p><b>Consulting Services</b></p>               | <p>With respect to consulting services included with Citrix Support services, intellectual property rights in all deliverables, pre-existing works and derivative works of such pre-existing works, as well as developments made, conceived, created, discovered, invented, or reduced to practice in the performance of the consulting services are and shall remain the sole and absolute property of Citrix, subject to a worldwide, non-exclusive license to you for internal use.</p>  |
| <p><b>Availability and Lifecycle</b></p>        | <p>Customers can purchase CSS in one (1) year increments up to a maximum of five (5) years. CSS is available during a product's General Availability (GA) to End of Life (EOL). After a product release reaches its End of Maintenance date, no further code-level maintenance will be provided; however, the product will continue to be supported until it reaches End of Life</p>  |
| <p><b>Pricing</b></p>                           | <p>CSS pricing is a percentage of the product SRP and program discounts may apply. Late perpetual maintenance renewals incur extra fees and result in lapsed maintenance and support. These Extra fees are based on the following: Reinstatement – if maintenance has been expired, pricing is a percentage of the product SRP, plus a pro-rated amount for the time expired, plus late fee.</p>  |



#### Enterprise Sales

North America | 800-424-8749

Worldwide | +1 408-790-8000

#### Locations

Corporate Headquarters | 851 Cypress Creek Road, Fort Lauderdale, FL 33309, United States

Silicon Valley | 4988 Great America Parkway, Santa Clara, CA 95054, United States

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