

citrix | Customer Success

Worldwide Support Services Guide

Effective June 2021



Introduction

As a Citrix customer, we want to thank you for choosing our products and services. Our goal is to ensure your product success using Citrix Support Services resources and tools.

This Support Services Guide provides an overview of the Citrix services and guidelines intended to maximize your Citrix investment by leveraging Citrix Support and Maintenance as well as other Citrix Services such as Citrix Consulting and Citrix Education.

This Guide replaces all prior versions of the Support Services Guide. Citrix may update the content of the Guide from time to time.



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Delivering Citrix Support Services

Scope of Citrix Technical Support Services

Citrix Technical Support Services is an Industry recognized, award-winning operation that takes you beyond the traditional world of break-fix. We have trained our team in critical-thinking techniques that serve to provide a consistent approach to problem solving and faster problem resolution. We also offer configuration assistance, upgrade guidance and work with major third- parties to solve problems you may encounter – faster, and with less interruption to your operation.

We have eight Technical Support Centers around the globe and provide you access to our technical experts by phone, web and chat.

All other Citrix services related to product training and best practice advice on product usage, personalized design and implementation assistance, upgrades or environment design and architecture configuration, are covered by Citrix Consulting Services, Citrix Education or Partner Services.

Citrix Technical Support - Service Delivery Process

- Our support engineers have certifications from industry leading technologies and products to help support your diverse environments, including the Citrix Certified Enterprise Engineer (CCEE), Citrix Certified Integration Architect (CCIA), Microsoft Certified Technology Specialist (MCTS), Cisco Certified Network Professional (CCNP) and the AWS Certified Solutions
- Citrix continually invests in refining our support engineer's skills and expanding their expertise through extensive training and certification programs. In addition, our technical support engineers use remote support to quickly resolve complex issues using screen sharing, chat and other tools, which

leads to increased first-time call resolution and customer satisfaction.

Geographical Coverage

With eight support centers around the world, cases are transferred from one support center to the next, following-the-sun, to ensure cases are continually worked for rapid resolution.

Citrix regions are defined as follows:

- **Americas:** North America, Latin America and the Caribbean
- **EMEA:** Europe, Middle East and Africa
- **APJ:** Asia Pacific Japan

Language Support

All services are primarily provided in the English language. Our technical support centers offer support in other languages during local business hours. Subject to availability, you may request to be supported in a language other than English when opening a support case. Our support centers offer support in eight languages, although we cannot guarantee availability:

Americas

- English, Spanish, Portuguese

EMEA

- English, French, German, Spanish

APJ

- English, Mandarin, Korean and Japanese



Citrix Technical Support – Service Delivery Process

(CONTINUED)

Remote Assistance

Support services are generally provided remotely, except where expressly indicated otherwise. Support is delivered based on the support services option you select.

An incident may require multiple phone calls and offline research data collection, traces/dumps to achieve final resolution.

In the event that you cannot provide remote access requested by Citrix, we will continue to work the support case to the extent reasonably practicable.

Please Note: If a support case is determined to be of a critical nature, onsite support may be available on a case-by-case basis as determined by Citrix & the Customer. Please refer to the section [onsite support](#).

24/7/365 Support

24/7/365 support is provided based a customers selected support package. See below for which support packages provide 24/7/365 support.

Note: Severity is determined jointly by the customer and Citrix. For more information on Severity Levels see the [Resolution Times and Response Times](#) section.

Customer Success Services (CSS)

- CSS Select provides 24/7/365 for Severity 1 issues only.
- CSS Priority, Priority Plus or TRM receive 24/7/365 for Severity 1 and Severity 2

Appliance Maintenance

- Gold and Gold Plus provide 24/7/365 for Sev 1 cases only.
- Priority, Priority Plus or TRM Gold, Gold Plus are entitled to 24/7/365 for both Sev 1 and Sev 2.

Note: Bronze and Silver provide business-hours support only.

Engineering

- In instances where Citrix Technical Support determines that a code level modification to the product is required, we will engage the Product Development Team to provide such, in accordance with Citrix Policy. There is no guarantee of resolution for all Support issues.

Multi-vendor Coordination

- We will work with your other key partners to resolve problems in a heterogeneous environment, if you have an appropriate support agreement in place with these vendors. In order to resolve a case, Citrix will engage with other supported product vendors to share diagnostic information and collaborate on finding a solution.



Customer Roles

As a Support Services customer, it is important to understand the roles and responsibilities of the different contacts in your company, such as technical contacts and contract administration personnel.



Technical Contact

The Technical Contact is the designated resource available to open cases and work with the Citrix team while an issue is being investigated.

The Technical Contact may be responsible for but not limited to support remediation (run debug tools, apply potential fixes/workarounds, etc.).

Renewal Contact

The Renewal Contact is the designated primary administrative contact regarding your support option. The Renewal Contact receives notifications of renewals, price changes and other important account updates. It is essential that you let us know when the Renewal Contact of your company changes; otherwise, important notifications may not be received.



Updating or Changing Contacts

During the initial purchase or at renewal of a Support and Maintenance Agreement, if a contact person is not submitted, a Renewal Contact will be automatically assigned to your renewal memberships based on the most frequent contact you have registered with Citrix.

[If you would like to change your designated Contacts, please contact Citrix Customer Service to submit your contact change request.](#)

Renewal Contacts are assigned with certain rights within the www.citrix.com/MyAccount tool and can perform actions such as the following:

- Adding or removing a contact to the company contact profile in www.citrix.com/MyAccount



Third Party Contacts

You may also choose to appoint a preferred Citrix reseller or any third party named contact to act on your behalf. In this case, you must add the Partner/third party named contact to your organization record via www.citrix.com/MyAccount

You can then have the third party contact use your Account/Org ID or Hardware Serial Number (in case of Appliance Maintenance). The Partner/third contact may use the Account/Org ID or Hardware Serial Number and the associated support solely on your behalf. You will be solely liable to Citrix in the event any Partner/third party fails to perform.

It will be your responsibility to remove the Partner/third party records (on www.citrix.com/MyAccount) from your organization records if you no longer wish to have them act on your behalf.

Roles within Citrix Support

Citrix maintains eight Technical Support Centers throughout the world with locations in every GEO, and support by phone and web. There are several roles within Citrix Technical Support and each one can assist you in different ways.

Customer Service

The Customer Service team is your first point of contact when you log a case by phone, web and chat.

First, they make sure your case is opened correctly in our system and verify your entitlements.

Once that has been done, the Subject Matter Expert (Software or Hardware Support Engineer) troubleshoots your particular issue and begins working with you on a solution.

Citrix Licensing Administrator -via Customer Service

Our Licensing Administrators are available to assist you with license-related issues such as downloading or re-downloading license files, allocation, re-allocation or returns. They can also advise you on how to manage your licenses best in the www.citrix.com/MyAccount portal.

These specialists are available via our [Customer Service team \(In Americas, APJ\)](#) and via [Licensing Support in EMEA](#).

Software Support/ Hardware Support Engineers

Engineers are specialized in a number of Citrix products and reside in one of our four product teams:

- Application Virtualization & VDI
- Enterprise Mobility Management (EMM)
- Networking
- File Sync & Sharing (EFSS)

A Software or Hardware Support Engineer is responsible for responding to and resolving complex customer problems by phone and web and using Citrix products for remote access.

Technical Relationship Manager (TRM)

The goal of a TRM is to minimize downtime exposure through proactive advice by managing support requests through an assigned contact that is intimately familiar with your Citrix infrastructure.

For further details about the guidelines of the TRM service, please see the [Technical Relationship Manager Terms and Guidelines](#) section.



Roles within Citrix Support for Priority and Priority Plus



Technical Account Manager

Availability: Business Hours

Your assigned Support account manager's primary role is to understand your critical environment objectives, to help you optimize your Citrix solutions, and to serve as your principal point of contact with Citrix.

Your Technical Account Manager will:

- Become familiar with your business or mission critical environment
- Review a success roadmap designed to lower complexity and risk, improve supportability, increase adoption, and simplify upgrades
- Assess your Citrix solutions in an effort to optimize and mitigate supportability risks to solution reliability
- Conduct scheduled Environment and Success Plan progress reviews with you
- Manage reserved scheduled support for change events related to implementations, upgrades, and migrations
- Upon request, provide root cause analysis for severity one issues in an effort to prevent critical problems from reoccurring
- Serve as your technical advocate within Citrix



Priority Support Engineers

Availability: 24/7/365

As a Priority customer, you'll have fast-track access to our experienced Priority support engineers whenever you need it so we can help you resolve issues faster.

Our Priority support engineers will:

- Provide an elevated level of response with priority routing, available exclusively to Priority and Priority Plus customers
- Accelerate issue diagnosis and resolution
- Provide a less than 15-minute initial target response time for all severity one issues (less than 10 minutes target with Priority Plus)
- Provide scheduled support when reserved for change events related to implementations, upgrades, and migrations



Critical Situation Managers

Availability: 24/7/365 Severity 1 Issues

Having an assigned critical situation manager makes expediting your most important issues easier. In Severity 1 situations, Priority critical situation managers are tasked with responding within minutes, and restoring your environment to operable within hours.

Your remote critical situation manager will:

- Manage Severity 1 issues from initiation through remediation, to restoration of access
- Manage a less than six-hour restoration target for Severity 1 issues (less than 4 hours target with Priority Plus)
- Prioritize resources to restore your environment to operable
- Share incident status updates and action plan for same

Customer Responsibilities

Performance of Basic Troubleshooting Steps

Before contacting Citrix Technical Support with an issue, please perform basic troubleshooting steps which can be found using our self-help resources listed below. These self-help resources can help determine what problem you are experiencing and enhances the solution process.

Knowledge Center

A database of articles and bulletins written by Citrix technical experts.

Product Documentation

A library of product documentation for Citrix solutions and technologies.

Support Forums

Discussion forums where you can ask questions and get real-world answers from other customers.

Insight Services

A simple, online troubleshooting platform and health-checker for your Citrix environment.

Available for Citrix Virtual Apps, formerly XenApp and Citrix Desktops (5.x and 7.x), formerly XenDesktop, Citrix ADC, formerly NetScaler, Citrix Endpoint Management, formerly XenMobile, and Citrix Hypervisor, formerly XenServer.

Performance of Problem Determination Activities and Resolution Activities

By enrolling with Citrix Technical Support, your organization agrees to cooperate with requests that support problem determination and resolution. Problem determination activities may include network tracing, capturing error messages, collecting configuration information, and providing sample versions of applications in order to facilitate in-house debugging. Problem resolution activities may include changing product configurations, installing new versions of software or new components, or modifying processes. Failure to facilitate these activities will impact our ability to troubleshoot the issue and may result in your case being closed.

Procuring, Installing and Maintaining Equipment

By signing up with Citrix Technical Support, you agree to allow Citrix Technical Support to access your facilities as reasonably required to find a solution to a reported problem and to perform the service required. It is your responsibility to procure, install and maintain all equipment, telephone lines, communications interfaces and other hardware at your site.

Implementation of Current Updates

As part of your agreement, you must implement all currently available updates to the licensed products in a timely manner; otherwise, Citrix may deny you technical support for an issue.

In certain instances, as mutually agreed upon to provide resolution to problems, customers may be required to send CPU and peripherals to Citrix-designated locations for diagnosis and testing.

Customers will ensure that no confidential or personal data resides on the test machines.

License Compliance

As part of your agreement, 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: <https://www.citrix.com/about/legal/product-license-compliance.html>. In the event you fail to allow Citrix to audit, Citrix may deny you technical support for an issue, as well as pursue its remedies for breach of your agreement.

Contacting Citrix Technical Support

Please refer to table below for how to contact support.

You can reach us by [Phone or Web](#) to open a case.

Customer Success Services customers can also try [Live Chat](#).

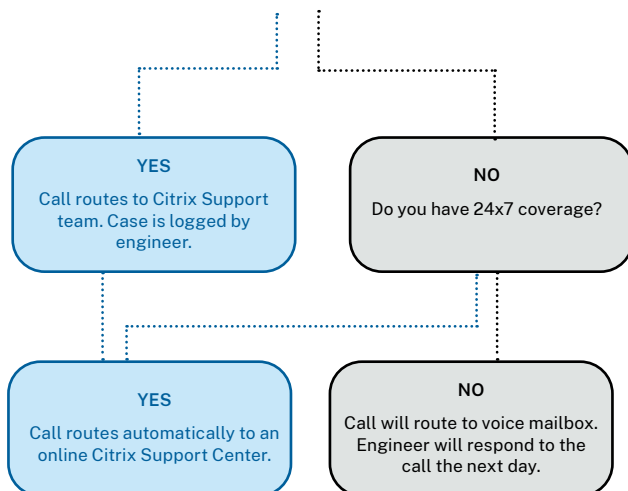
Contact Citrix Technical Support



Phone

1. Dial the toll free number allocated to the country you are calling from www.citrix.com/contact
2. Select language (if applicable)
3. Select the services option **Technical Support**
4. Select **Support options**
 - Select "1" to enter an existing support case number or remain on the line for next agent
5. Follow the instructions

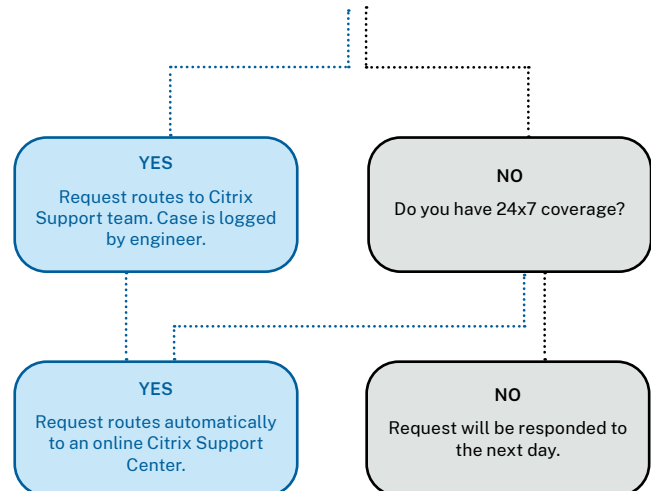
Is this call during business hours?



Web

1. Log in to www.citrix.com/MyAccount
2. Select **Create/View Support Cases** under **Support and Maintenance**
3. Select **My Support**
4. Select **Cases** tab
5. Select **New Case** or search for a specific case

Is this request during business hours?



Lifecycle of a Support Case

Below are the steps followed to work your case as quickly and effectively as possible.

STEP 1

Open a Support Case

- Contact Citrix to open a support case
- Customer Service verifies your support entitlement

STEP 2

Engagement with Software or Hardware Technical Support Team

A Software or Hardware Support Engineer works with you to identify the issue and begin troubleshooting.

This may involve:

- Requesting more information, traces
- Reproducing the issue
- Gaining remote access
- Requesting the installation of hotfixes or feature release upgrading to a new software version
- Implementing a workaround
- Testing a solution in a non-production environment
- Requesting to open a ticket with a third party vendor

A Support Engineer may engage a Senior Engineer when necessary. Once all action items have been completed, if the Support Engineer cannot resolve the problem and no progress is made on the case, it may be transferred to the Citrix Escalation team.

- If the issue requires a code fix or code-level analysis, the Citrix Engineering team will be engaged

STEP 3

Close a Support Case

Before closing a support case, you will be asked to confirm that the issue has been worked to your satisfaction and that the support case can be closed.

After the closure, a summary will be sent to you with a description of the problem and the reason for closure or resolution.

After case closure, you may receive a survey to ensure your case was worked to your satisfaction.

Other reasons for closing a support case may include:

- You are not entitled to support from Citrix Technical Support
- No response has been received after several attempts to contact you

Progress of your Support Case

Updates

To review the progress of your case, please log in to www.citrix.com/MyAccount.

Support Case Severity

The case severity is determined mutually by the Support Engineer and the customer according to the severity description. Severity levels will not increase once mutually established but may be reduced per Citrix's reasonable discretion.

Support Case Closure

Your support case will be closed when it is resolved, no further troubleshooting is possible or you authorize the engineer in an e-mail to close the case. Your case will also be closed if no feedback has been received by you within a specified time frame.

Reopening a support case - You will have 30 days from the support case closure to reopen a request if necessary. If the 30 days have lapsed, a new support case will be opened.

Reassignment of the support case - In situations where your support case needs to be re-assigned (e.g., holidays, sick leave, or escalation to a senior engineer or an engineer with additional skills, etc.) you will be informed who to contact going forward.

Escalating a Support Case

Escalating Support Cases

Our goal in Citrix Technical Support is World Class Service and Support.

Your support team will work with you through the life cycle of your case to ensure that the appropriate resources and level of attention are focused towards a timely resolution of your issue(s).

If you are not satisfied with your Technical Support experience you can raise the case to the attention of the Citrix Technical Support Management Team.

How do I Escalate the Visibility of a Support Case to Management?

To contact the Citrix Technical Support Management Team, take any one of the following steps:

Web – Customers can also raise a case to management attention in the eService portal on a specific case –It notifies the internal case manager and on call manager to review.

Phone – Call one of our Technical Support Service Center phone numbers and work directly with the support engineer assigned to your case to request further escalation, or simply request to speak with the on-call manager. This is the recommended option for time-sensitive issues. Response: 1 hour (24/7/365)

E-mail – Email your support engineer's manager. The email address is included in the support engineer's email signature. Response: Same business day If you are unsure whom to contact for a satisfaction or service quality issue, send email to supportfeedback@citrix.com. Response: No later than next business day.

General Issues

If you are unsure whom to contact for a satisfaction or service quality issue, send email to supportfeedback@citrix.com.

Response – No later than the next business day.

When communicating with Citrix, please be prepared to provide the following information in order to accelerate our response to you:

- **Case Number**
- **Business Impact**
- Help us understand the impact of the issue to your current production users and/or any project deadlines that may be adversely affected as a direct result of the ongoing issue(s)

Summary

- A summary of your request and desired outcome (escalate; speak with a manager, etc.)

Contact Information

- (If different from the contact noted in the existing case)

What Happens after an Escalation Request is Made?

Once your request for escalation has been received, someone from the Citrix Management Team will acknowledge receipt of your request and contact you to communicate the next steps that will be taken to address your concerns.

If your concern/issue requires extended engagement, a plan will be discussed with you to bring these issues to resolution.

Support Coverage

Support Coverage either 24/7/365 or Business Hours support is provided based a customers selected support package. See below for which support packages provide 24/7/365 and/or Business Hours.

Resolution Times and Response Times

Citrix Technical Support provides a range of targeted response depending on the urgency of your issue.

We do not guarantee resolution times—with no exceptions—given environmental nuances that can impact infrastructure products.

For a complete list please refer to the tables on the following page.

Support Coverage

24/7/365 Support

24/7/365 support is provided based a customers selected support package. See below for which support packages provide 24/7/365 support.

Note: Severity is determined jointly by the customer and Citrix. For more information on Severity Levels see the Resolution Times and Response Times section.

Customer Success Services (CSS)

- CSS Select provides 24/7/365 for Severity 1 issues only.
- CSS Priority, Priority Plus or TRM receive 24/7/365 for Severity 1 and Severity 2

Appliance Maintenance

- Gold and Gold Plus provide 24/7/365 for Sev 1 cases only.
- Priority, Priority Plus or TRM Gold, Gold Plus are entitled to 24/7/365 for both Sev 1 and Sev 2.

Note: Bronze and Silver provide business-hours support only.

Business Hours Support

Assistance with Severity 2 (site degradation) and all other issues is available during local business hours, Monday-Friday excluding local public holidays.

Americas Business Hours

8:00 a.m. to 9:00 p.m., local time

EMEA Business Hours

8:00 a.m. to 5:00 p.m., local time

APAC Business Hours

8:00 a.m. to 5:30 p.m., local time

Japan Business Hours

9:30 a.m. to 5:30 p.m., local time



Estimated Technical Support Response Times

Severity 1

Your production use of supported product is not functioning and a large portion of your organization's operation is so severely impacted, your organization cannot reasonably operate.

The operation is mission critical and the situation is an emergency. There is no viable workaround to the problem.

Example

- All, or a substantial portion, of your Citrix solution, is unavailable-the system hangs; is not accessible; performance is not tolerable.
- There is a high-risk security issue, as determined by Citrix.

	Customer Success Services – Select	Customer Success Services – Priority	Customer Success Services – Priority Plus	Appliance Maintenance
Initial response time by Citrix	<30 minutes	<15 minutes	<10 minutes	1 hour

Logged by

Phone Only

Return Material Authorization (RMA) Shipment for Hardware Units

- Bronze: 10 days
- Gold/Silver: Next business day
- Gold Plus: Delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center

Customer Participation in Resolution

You have a dedicated resource available to work with the Citrix team while the issue is being investigated.

Ongoing Customer Communication

Every day until situation stabilized (workaround; date for private); updates thereafter at customer agreed upon intervals.

Severity 1 Restoration Targets for Customer Success Services – Priority and Priority Plus

Non-Platform Restoration Target:

- Priority: Severity 1 <6hr
- Priority Plus: Severity 1 <4hr
- Cloud Platform Uptime: 99.5% availability in any 30-day calendar period Restoration estimates are targets only and do not serve as a form of guarantee

Resolution Times and Response Times

Severity 2

There is a severe loss of service with a feature of your supported product. The operation continues to function in a diminished state.

Example

- A critical feature of your solution is running in a diminished state – performance is poor; unacceptable frequency of errors.
- Productivity is impacted.
- A major project milestone is at risk.

	Customer Success Services – Select	Customer Success Services – Priority	Customer Success Services – Priority Plus	Appliance Maintenance
Initial response time by Citrix	2 hours	30 minutes	<30 minutes	4 hours

Logged by

Web

Return Material Authorization (RMA) Shipment for Hardware Units

- Bronze: 10 days
- Gold/Silver: Next business day
- Gold Plus: Delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center

Customer Participation in Resolution

Will have resource(s) identified to work with Citrix, upon request, to support remediation (run debug tools, apply potential fixes/workarounds, etc.). Timing of response to requested actions commensurate with that provided by Citrix, unless there is a mutually agreed upon deviation.

Ongoing Customer Communication

Every 2 business day updates until situation stabilized. Updates thereafter at customer agreed upon intervals.

Resolution Times and Response Times

Severity 3

There is a partial, non-critical loss in the functionality of the supported product.

Example

- Some operational impairment but users can continue to operate.
- An inconvenience that may require a workaround.

	Customer Success Services – Select	Customer Success Services – Priority	Customer Success Services – Priority Plus	Appliance Maintenance
Initial response time by Citrix	8 business hours	4 business hours	4 business hours	24 hours

Logged by

Web

Return Material Authorization (RMA) Shipment for Hardware Units

- Bronze: 10 days
- Gold/Silver: Next business day
- Gold Plus: Delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center

Customer Participation in Resolution

Will have resource(s) identified to work with Citrix, upon request, to support remediation (run debug tools, apply potential fixes/workarounds, etc.). Timing of response to requested actions commensurate with that provided by Citrix, unless there is a mutually agreed upon deviation.

Ongoing Customer Communication

- Every 5 business days until resolution (or date for final fix) delivered to customer. Updates provided every 2 weeks thereafter, with customer approval.

Severity 4

General product usage questions or cosmetic issues not impairing users.

Example:

- “How to” questions regarding features/functionality
- Minor errors in documentation

	Customer Success Services – Select	Customer Success Services – Priority	Customer Success Services – Priority Plus	Appliance Maintenance
Initial response time by Citrix	8 business hours	4 business hours	4 business hours	5 days

Logged by

Web

Return Material Authorization (RMA) Shipment for Hardware Units

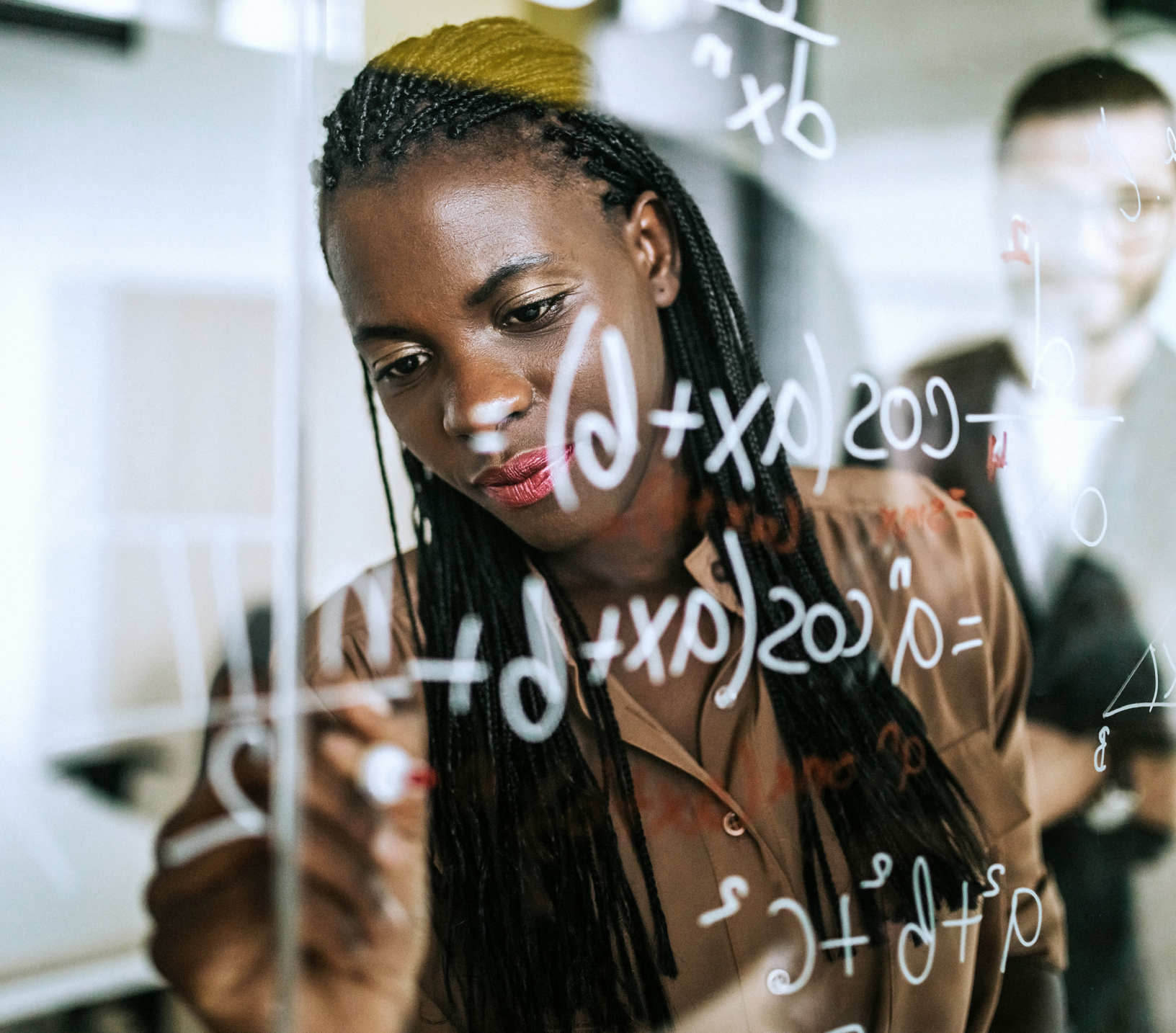
- Bronze: 10 days
- Gold/Silver: Next business day
- Gold Plus: Delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center

Customer Participation in Resolution

Will have resource(s) identified to work with Citrix, upon request, to support remediation (run debug tools, apply potential fixes/workarounds, etc.). Timing of response to requested actions commensurate with that provided by Citrix, unless there is a mutually agreed upon deviation.

Ongoing Customer Communication

Bi-weekly update until resolution (or date for resolution) provided to customer. Updates provided monthly thereafter, with customer approval.



Citrix Support Services Program Terms and Guidelines

WW Support Services Guide Program Terms and Guidelines

Please review the [CSS Select, Priority and Priority Plus Program pages](#) and the [Appliance Maintenance Program page](#) to learn more about your program benefits and features.

And for the latest Program Terms and Conditions, Citrix offers a single end-user license agreement (EULA) for its on-premises software and hardware offerings, and a single end-user service agreement (EUSA) for its Citrix Cloud and other SaaS offerings which can be reviewed at any time under our [User agreements page](#).

Please review each section to learn more about specific program terms and guidelines:

- [Customer Success Services General Program Terms and Guidelines](#)
- [Appliance Maintenance Program Terms and Guidelines](#)
- [Priority Program Terms and Guidelines](#)
- [Priority Plus Program Terms and Guidelines](#)
- [Technical Relationship Manager Program Terms and Guidelines](#)
- [Onsite Add-ons Program Terms and Guidelines](#)

Customer Success Services General Program Rules and Terms

<h4>Response Times</h4>	<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>
<h4>RMA Add-on</h4>	<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"> Standard RMA - Ships within 1 business day after issuing the RMA number. Expedited RMA - 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. <p>Please note: In countries where regulation requires export approval documentation in advance of RMA shipment, the time for shipment may be longer.</p> <p>Expedited RMA Program Criteria: With Expedited RMA, the service includes delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center.</p> <p>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 goldplusaddress@citrix.com.</p> <p>Customer must submit the physical address of the Product with Expedited RMA coverage to goldplusaddress@citrix.com immediately after the Product has been installed. Addresses can also be updated by emailing goldplusaddress@citrix.com. 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>Please note: 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>

Extended Support	For support on End of Life products, please see Extended Support . A separate contract is required. Certain products are not eligible.
Customer Success Manager	Customer Success Manager for the Customer Success Management program must be a Citrix Cloud services subscription customer with a \$10,000 annual contract value and above.
Priority Customer Success Manger	Priority Customer Success Manager for the Priority Plus Customer Success Manager must be a Priority for Cloud customer with \$1M minimum annual contract value or a Priority Plus for Cloud customer.
License Compliance	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: https://www.citrix.com/about/legal/product-license-compliance.html .
All-in-Rule	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.” 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).
Availability and Lifecycle	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.
Pricing	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.
Priority Service Level Compliance	At point of upgrade to Priority, all software licenses must be upgraded (i.e., customers may not have a mix of Select & Priority services on Software licenses)* *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.
Consulting Services	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.

Appliance Maintenance Program Rules & Terms

Return Material Authorization (RMA) Replacement Delivery

Bronze: Ships within 10 business days after issuing RMA number*.

Gold and Silver: Ships within 1 business day after issuing the RMA number*.

Gold Plus: 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.

Gold Plus Program Criteria

With Gold Plus maintenance, 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 goldplusaddress@citrix.com.

Customer must submit the physical address of the Product with Gold Plus coverage to goldplusaddress@citrix.com immediately after the Product has been installed. Addresses can also be updated by emailing goldplusaddress@citrix.com.

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.

Please note: 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 Gold Plus Maintenance being available. Customer will receive Gold Maintenance (next business day RMA shipment) for the applicable Products until the Citrix Service Center is set up.

Some Product components are not available under the Gold Plus Maintenance.

Program Terms

Available during a product's Mainstream Maintenance and Extended Maintenance Phases.

Once a product version reaches the End of Life date, security related hot fixes, technical support and product downloads will no longer be available. For more information, please review the Citrix Product Support Lifecycle Policy.

Priority Program Terms and Guidelines

Assigned Technical Account Manager

Your Technical Account Manager will work with you to proactively understand your business or mission-critical environment, your business and technology objectives, and work to ensure supportability of your Citrix solutions with leading practices.

Your Technical Account Manager accomplishes tasks through a streamlined engagement and discovery process, conducted through business and technical discovery workshops, providing a holistic view of where you are today compared to where you need to be tomorrow. A success plan is then jointly aligned to help you move quickly, while reducing and minimizing risk. In addition, the business and associated technology objectives identified in your success plan feed into the Environment and Success Plan Review deliverables and are used to identify improvement areas for solution optimization.

With Priority Plus, you can choose customized service options based on your needs such as assigned support account managers in multiple geographies, exclusive access to support resources who only work with your business and additional services for system monitoring and optimization.

In addition, Priority Plus offers an Executive-level Support Sponsor to advocate within Citrix and make sure all your requirements and issues are dealt with promptly.

Service Delivery

Priority/Plus Support Discovery Workshop

Program initiation and remote or on-site discovery workshop.

Priority Support Success Plan

(define/implement)

Success mapping for outcome based engagement

Annual and Quarterly Reviews

Annual environment and supportability review plus quarterly success plan updates

Monthly Progress Updates

- Monthly updates on support service and customer health

Program Conditions

- Account Manager Weekdays: English, German, Spanish, Portuguese and French languages available
- Business and Technical Discovery Workshop to take place via 1 remote or in-person meeting; up to 6 hours in duration
- Business and Technical Discovery Workshop, and Success Plan should be completed within first 8-10 weeks of service activation
- Annual environment and supportability review plus quarterly success plan updates
- Customer acknowledges that Technical Account Managers are assigned to a portfolio of Priority customers and their service time is allocated as appropriate between customers within the portfolio group; should a Customer require additional service time on a consistent basis above and beyond the intention of Priority Support or resource coverage across multiple geographies, Citrix will recommend a Support service upgrade to Priority Plus at then current pricing
- Priority Plus coverage will be determined at the time of definition for the scope of the services

Customer Responsibilities

- Customer to fulfill prerequisite tasks prior to business and technical discovery workshop, as laid out during the introductory meeting
- Designate appropriate personnel to participate in business discovery workshop with Citrix
- Participation by stakeholders in Success Plan definition and adherence to time frames
- Provide feedback on satisfaction with the value received from the program through our Transactional Net Promoter Score and Relationship Net Promoter Score programs, annually and periodically as reasonably requested

Priority Program Terms & Guidelines

(CONTINUED)

Environmental and Supportability Reviews

Your assigned Technical Account Manager will work with you to conduct a review of your environment, identifying product versions and configurations, use cases, risks, barriers to adoption and opportunities to optimize supportability.

Service Delivery

- Review based on single (main) production environment
- OR Review based around a single POD (or similar architecture)
- OR Review based around a single XA/XD farm/site, supporting Citrix products from a single location (Data Center, Environment)
- For Priority Plus only - Customizable to multiple environments

Environment Review Report Scope

- Product Supportability, Lifecycle, Functionality & Adoption
- Customer Overview (Business objectives, IT objectives, Key initiatives & Milestones)
- End of Life (EOL) / End of Maintenance (EOM) & Long Term Service Release (LTSR) Compliance
- Support Readiness by Product
- Applicable Citrix Leading Support Practices
- Product Inventory
- Key Findings and Recommendations

Environment Workshop Scope

- One onsite (or remote) technical discovery workshop between Citrix and customers' technical management and engineering team (up to 6 hours maximum)
- Customer to comply with Citrix automated data gathering requirements before or during workshop for productive discourse
- Report completion is subject to customer delivery of prerequisites; time spent attempting to obtain missing components from customer will be subject to allocated hours from annual Scheduled Support pool

Exclusions

Environment Review Report Scope excludes the following:

- Infrastructure Assessment (a Citrix Consulting Services separately available service)
- Design & Sizing
- Performance & Scalability
- Citrix EOL products
- 3rd party vendor technologies
- Endpoint analysis
- Networking and storage review
- Peripherals
- Detailed Policy review
- Hardware comparisons against Citrix HCL
- Application Installation process or methods
- Cloud based environments
- Anything else not specifically listed in Environment Review Report Scope section above

Customer Responsibilities

- Customer to fulfill prerequisite tasks prior to technical discovery workshop
- Requisite technical management and engineering personnel are made available to participate in Technical Discovery Workshop within first 50 days of Priority Support service start
- Requisite technical management personnel are made available to participate remotely for the delivery of the findings of the Environment Review, draft and final reviews

Priority Program Terms & Guidelines

(CONTINUED)

Scheduled Support

Assigned remote support hours for Advanced Citrix Implementations, Migrations, and/or Update install.

Service Delivery

- Priority – 40 hours
- Priority Plus – 80 hours

Annual Hours

- Hours must be consumed annually; unused hours expire at the end of each 1 year period
- Each scheduled support engagement is charged at a minimum of 4 hours
- Designed for pre-schedule events, including planning of a change event, during the event, or post-event wrap-up activities
- All Support hours provided remotely by Citrix

Consumption Hours

- Pre-schedule event with Citrix which only can be: Implementations,
- Migrations, and/or Update install
- Hours will be consumed for any work performed related to a Change Event whether during or outside of business hours

Exclusions

- Design & Architectural work
- Scalability & High Availability
- Performance optimizations
- Project work outside of change window
- Any other work typically carried out as a separate service by Citrix Consulting Services
- Excludes onsite support

Customer Responsibilities

- Advanced email notice required to Technical Account Manager: minimum of 10 business days prior to scheduled Change Event
- Acknowledgment on Scheduled Support Checklist, summarizing work to be performed; to be provided to Technical Account Manager, subject to advanced notification requirements



Priority Program Terms & Guidelines

(CONTINUED)

Response and Restoration Targets

Citrix Technical Support provides a range of targeted response times depending on incident severity. We do not guarantee resolution or restoration times at any support level—with no exceptions.

Restoration means production use of the supported product has been restored however, additional incidents may still remain and further troubleshooting may be necessary to complete resolution.

Service Delivery – Priority Response Targets

- Severity 1: <15 minutes
- Severity 2: 30 minutes
- All Others: 4 business hours

Service Delivery – Priority Plus Response Targets

- Severity 1: <10 minutes
- Severity 2: <30 minutes
- All Others: <4 business hours

Restoration Targets

- Non-Platform Restoration Target:
- Priority: Severity 1 <6hr
- Priority Plus: Severity 1 <4hr
- Cloud Platform Uptime: 99.5% availability in any 30-day calendar period Restoration estimates are targets only and do not serve as a form of guarantee

Incident Creation

- Severity 1 incidents must be logged by phone
- All other incidents logged by phone or web

Fastest response times and accelerated restoration targets are based on competitive offerings in the same industry and price tier.

Incidents involving Microsoft delivered elements provided by Citrix under a Citrix cloud subscription, will be escalated by Citrix to Microsoft for support, however because Citrix does not control Microsoft support, the Citrix estimated incident response times and restoration targets herein (if applicable) could be adversely impacted.

Priority Program Terms & Guidelines

(CONTINUED)

Priority Queue with Experienced Support Engineers

Accelerate issue diagnosis and resolution with Priority access to an enterprise-level team of seasoned Support Engineers, 24/7.

Service Delivery

- Priority - Precedence level access to experienced engineers
- Priority Plus - Highest priority level access to experienced engineers

Language

- English, German, Spanish, Portuguese and French languages available
- Weekends and public holidays: English only

24/7/365 Support

Citrix delivers 24/7/365 support for Severity 1 and 2 issues.
All other issues will be handled during local business hours.

Customer Responsibilities

- Before contacting Citrix Priority Technical Support with an issue, please perform basic troubleshooting steps which can be found using our self-help resources; these self-help resources can help determine what problem you are experiencing and enhances the solution process
- Citrix provides 24/7/365 support to continue case work for Severity 1 and 2 issues provided that you make resources available allowing 24/7 interaction on both sides



Priority Program Terms & Guidelines

(CONTINUED)

Critical Situation Management and Root Cause Analysis

In the event of a Severity 1 situation, a critical situation manager will be assigned to expedite remediation, and upon request a formal root cause analysis will be conducted.

Service Delivery – Priority

- Automatic assignment of Critical Situation Manager upon Severity 1 determination
- Root Cause Analysis available upon request for Severity 1 incidents only

Service Delivery – Priority Plus

- Automatic assignment of Critical Situation Manager upon Severity 1 determination
- Root Cause Analysis available upon request for Severity 1 and Severity 2 incidents only

Target Response Severity

- Priority: <15 min
- Priority Plus: <10 min
- Critical Situation Manager engaged within 15 mins of incident submission
- Incident Review Document will be delivered with a target of 24hrs of the request, after the mitigation of the issue
- Formal Root Cause Analysis will be delivered with a target of five business days of the request, and subject to the availability of appropriate diagnostic data after the proposed solution is verified (depending on availability of data, a root cause may or may not be determined)

Customer Responsibilities

- Provide all customer contacts whom require updates during the Severity 1
- Technical resources available 24/7 until issue mitigation
- Request Incident Review Document if desired
- Request Root Cause Analysis if desired (within ten days maximum of case closure)

Priority Plus Customizable Elective Packages Program Terms and Guidelines

Priority Plus enables you to choose customizable service options based on your needs. Our outcome-based packages marry the best in Technical Support with Consulting, Education, and Managed Services. There are a total of eight packages to choose from:

Option 1: Workspace Modernization

Successful migration to Citrix Cloud service is the outcome of the Workspace Modernization package, featuring a phased approach, expert guidance, and the latest Citrix technologies.

Option 2: Global Technical Account

Provides access to two assigned Technical Account Managers in different time zones to provide near-global coverage.

Option 3: Dedicated Account

Offers undivided attention from a dedicated Technical Account Manager who focuses on your technical goals and helps you achieve them.

Option 4: Technology

Provides access to two assigned Escalation Engineers with expertise in the technology of your choice to proactively optimize your Citrix solution, while providing rapid issue resolution.

Option 5: Dedicated Technology

Supplies a full-time Escalation Engineer specializing in a particular Citrix technology and your unique Citrix environment to proactively optimize your Citrix solution, while providing rapid issue resolution.

Option 6: Dedicated Consultancy

Supplies a full-time Citrix Consultant who can administer, troubleshoot, maintain, and upgrade your customer's environment, while providing expert IT skills and Citrix knowledge.

Option 7: Citrix Managed Services

Provides Citrix managed monitoring/alerting, support, proactive optimization, and day-to-day updates/maintenance.

Customizable Elective Add-On Options

Priority Plus allows Customers to select additional add-ons to complement their Priority Plus Package(s). Add-On options may be purchased at an additional cost.

Assigned Resource Add-On

Ability to purchase additional assigned Technical Account Manager, and/or Escalation Engineer.

Dedicated Resource Add-On

Ability to purchase additional dedicated Technical Account Manager, Escalation Engineer, and/or Consultant.

Acceleration Package Add-On

Ability to purchase the Acceleration Package to unlock access to the Priority Plus Queue and 40 additional hours of Scheduled Support. Limited to customers with Priority Plus for Workspace and Priority for Networking.

Program Conditions

- Priority Plus can be purchased only by Customers with an active Priority entitlement. A Customer can also purchase Priority and Priority Plus together.
- Priority Plus Add-On can be purchased at any stage of customer's Priority contract with the initial software license purchase, during the duration of the customer's Priority Plus contract, or during the renewal of that contract.
- Customers who own Consulting Services Credits cannot apply them to the Priority Plus Elective Packages.
- Priority Plus is sold in yearly increments. Priority Plus is a subscription and any unused services will expire at the end of the year. Unused services/ funds will not roll over into subsequent years of the Customer's term.
- In case of multi-year contracts, Customers have the flexibility to change their Elective Packages annually. Unused Priority Plus services will not be refunded and cannot be transferred to another Org ID.
- The services within the Elective Packages are designed to be consumed evenly throughout the duration of the Customer's term. For example, a Customer who purchases a three-year contract cannot use all of their Priority Plus services in year one.
- Additional services can be purchased in \$200K increments. These funds can be applied to any type of services – Education, Consulting and Managed Services. If a Customer needs to purchase specific services (for example, Consulting only) and for an amount less than \$200K, they can do so by purchasing a specific service outside of Priority Plus.

Technical Relationship Manager (TRM) Services Program Terms and Guidelines

As of January 1, 2019, Software TRM services are available in select markets only, including Asia-Pacific and Japan, Latin America and Caribbean, and select countries within Europe, Middle East, and Africa. For questions, reach out to your account team, who can help ensure a smooth transition. Additional detail, can be found on the Support Programs Lifecycle Matrix.

Note: There's no impact to Hardware TRM offerings they remain available in all markets.

For an even higher-level of service, learn more about [Priority and Priority Plus](#).

TRM Add-on

200 hours of Technical Relationship Manager (TRM) services with unlimited number of incidents for one region.

Extra 100 TRM Hours Add-on

100 additional hours of Technical Relationship Manager (TRM) services only available as an addition to the TRM Add-on Service.

Technical Relationship Manager (TRM)

TRMs are senior engineers who have an extensive experience of working with Citrix products, thus providing a high level of technical expertise and proactive services designed to provide value to your organization.

Orientation session

At the start of this service, an initial orientation session is scheduled for the TRM to introduce you to Citrix Technical Support and our processes.

Escalation management

When issues need escalation or engineering assistance, the TRM acts as your advocate and functions as point-of-contact to assist in a rapid resolution of the incident.

Implementation and informational reviews

The TRM is a resource for your organization to assist with product information and recommend integration of Citrix products in your environment.

Technical Relationship Manager (TRM) Services

(CONTINUED)

Usage of TRM Services

Your TRM provides proactive, as well as reactive, support services.

TRM services are provided on an hourly basis with up to 200 TRM hours per year, and the option to purchase additional TRM hours if needed. Citrix provides regular reports on the usage of the hours.

Hours are typically charged for the following activities:

- Active case work related activities carried out by the TRM.
- Research activities on behalf of the customer.

Proactive communication such as hotfix, product and event notification newsletters, etc. Hours are typically not charged for the following activities:

- Any support case related activities carried out by Citrix escalation or development.
- Any on-site days for technical troubleshooting that have been purchased separately with appropriate selected options or contract.

TRM Services and Geographical Region

TRM services can be utilized by the customer contacts that are based in the same region as the TRM. For example, contacts based in EMEA will be supported by an EMEA based TRM during EMEA business hours. If you wish to benefit from TRM services in more than one region, you can purchase 200 hour blocks of TRM services for other geographical regions.

All TRM hours are valid for 12 months from date of purchase and require an underlying support agreement (e.g. Citrix Customer Success Services and Appliance Maintenance). Unused TRM hours will not roll over into a subsequent service term.

For more information on geographical regions please refer to the definition in this Guide.

TRM Services and 24/7 Support

You can contact your assigned TRM during business hours of your geographical region.

Outside of business hours you can still report support incidents. Outside business hours the incident is transferred to the 24/7 Support Team.

For Severity 1 and 2 issues, Citrix delivers 24/7/365 support. All low to medium priority issues will be handled during business hours.

The case work continues according to customer case severity and as long as you also make resources available that allow 24/7 interaction on both sides.

The same applies in a scenario where a support case has been opened through your TRM and you wish to continue the case work beyond regular business hours. Your TRM engages in the issue resolution and takes over support case ownership during business hours if still required.

Onsite Add-on Support Services Program Terms and Guidelines

Support services do not include onsite add-on support services. However, onsite add-on support services can be added as an add-on service upon mutual agreement, service is subject to availability. The service includes on-site visits by a Citrix Support Engineer to execute problem diagnosis and problem resolution as mutually specified by the Citrix Technical Support Management and the Customer.

Add-on Services	Description of Service
Citrix Technical On-site Support Add-on*	Citrix Technical Support Services at the customer location Monday through Friday for eight hours during 8:00 a.m. until 6:00 p.m., local time, of Citrix Support Centers in Fort Lauderdale, and Alpharetta, excluding local public holidays

*Must have a base support agreement to be eligible for onsite add-on support option.

On-site Support for TRM Customers

Customers with TRM Services Management may pre-purchase a number of On-site Support days at the time of purchasing or renewing their Citrix Technical Support Services option. TRM on-site days can be used for planning, multi-vendor meetings, knowledge transfer or bespoke on-site engagements or as agreed with your Citrix TRM.

Ad-Hoc On-site Days (may not be available in all GEOs)

For customers without TRM services, On-site Support may be available upon request only. Before On-site Support can be requested, a support case has to be opened. We investigate the support case remotely first and will recommend whether On-site Support is required for issue resolution.

All on-site visits are subject to resource availability. We will apply commercially reasonable efforts to provide you a resource in the shortest time frame possible. Once the on-site engagement has been agreed upon, the following steps will be taken:

- You submit a purchase order for the estimated amount of the On-site Support costs to Citrix before the on-site visit takes place.
- The appointed Citrix Support Engineer and your authorized contact(s) mutually develop and review an agenda of the visit.
- You designate a project manager who is the primary contact associated with this On-site Support visit. You coordinate all resources necessary for on-site activities, e.g., work space, desk, telephone etc., for the Technical-support Engineer.

- Citrix Technical Support dispatches a Technical Support Engineer to your site who has the appropriate knowledge and skills to perform on-site visit
- After the on-site visit, the Technical Support Engineer prepares a report of the delivered services and sends this report to your authorized contact(s).

Technical Support Engineers provide On-site Support for a minimum of one day. On-site Support is subject to additional fees at the current price list which is available from your preferred Citrix reseller or your Citrix representative.

(This does not apply for prepaid On-site Support).

You will also be asked to reimburse reasonable expenses incurred during the On-site Support visit such as travel, meals, parking and lodging.

If you need to cancel the on-site visit, it must be provided in writing. You will be asked to pay for the actual on-site hours and reimburse all expenses and costs incurred by Citrix until receipt of the written cancellation (including cancellation fees and charges). All invoices are payable to Citrix within thirty days.



Additional Information

Customer Satisfaction and Feedback

Citrix Technical Support values and promotes customer satisfaction. We welcome customer feedback and encourage you to get involved through the following channels:

Customer satisfaction survey

Upon closing a support case we randomly select cases to be surveyed. For that reason you might receive a request to fill in an online questionnaire. We would appreciate it if you would help ensure the quality of our service by completing a short, five-minute survey.

General feedback

If you wish to provide your comments or suggestions, please contact support by e-mail at supportfeedback@citrix.com or through Facebook at facebook.com/citrixservices, or Twitter at twitter.com/citrixservices

Technical Support Engineer's e-mail signature

Each Technical Support Engineer's e-mail carries the e-mail address of their manager. Feel free to contact the manager directly if you wish to provide any feedback, suggestions or queries on the quality of your technical support experience.



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