



Services Guide for EMEA Customers

**Citrix Technical Support, Citrix Consulting and
Citrix Education Services**

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INTRODUCTION

Keeping your technology investment operating at maximum efficiency is vital for the success of your application delivery infrastructure and of your company. Whether you are a small or mid-sized business using Citrix products and solutions on a medium scale or a large corporation that delivers business-critical applications across the extended enterprise, Citrix can work with you to create a service package that fits your unique needs.

The Services Guide

This Services Guide (Guide) describes the benefits, prerequisites and service levels of Citrix Services including Citrix Technical Support for Citrix Software, Citrix Appliance Maintenance, Citrix Consulting Services and Citrix Education Services for customers in EMEA. The Guide lays out a summary of all Technical Services options that Citrix offers to its EMEA customers and explains in detail how Citrix Services work. The Guide explains how we deliver services to you but also what we need from you to help you leverage your investment and get the best out of your Citrix Services package. In addition is also points out the limits of the described services. In addition. This Guide replaces all prior versions of the Services Guide. Citrix may update the content of the Guide from time to time. The new version will automatically apply once customers renew their Technical Support or complete Citrix Services package.



SECTION A: CITRIX TECHNICAL SUPPORT

Scope of Citrix Technical Support Services

Citrix Technical Support Services offers technical assistance, in particular, for break-fix issues and configuration issues of Citrix products. We provide our customers with workarounds and fixes, and work hand in hand with Citrix Development to achieve this.

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

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1. Citrix Technical Support Services Options

1.1 Citrix Technical Support for Software

Product coverage

Citrix Technical Support options for Software (Software Support) cover all Citrix products except Citrix hardware appliances and Citrix Online products. All products that have not yet reached the End of Life Date in accordance with the Citrix End of Life Policy are supported. For more detailed information on the standard Product Life Cycle Policy as well as the Product Life Cycle Matrix for products for which End of Life dates have been announced, please refer to the [Product Matrix Table](#) on www.citrix.com.

Software Support Options

Citrix Software Support options have been created to suit average support needs for Citrix software. You can choose between options that provide support for ALL Citrix software products, and options that provide support for specific Citrix software products only. Our Citrix software support options at a glance:

Software Support option	Software Maintenance	Preferred Extended Hours Branch Repeater VPX	Preferred Extended Hours NetScaler VPX	Preferred Extended Hours XenServer & Essentials	Preferred Business Hours Software	Preferred Extended Hours Software	Preferred Extended Hours Software-GLOBAL
Product coverage	XenApp products only	Branch Repeater VPX products only	NetScaler VPX products only	XenServer and Citrix Essentials products only	All software products*	All software products*	All software products*
Coverage hours	24x7x365	24x7x365	24x7x365	24x7x365	Business hours	24x7x365	24x7x365
Territory Coverage	1 region	1 region	1 region	1 region	1 region	1 region	All regions
Incidents	5 per 50 CCU	5	5	5	25	50	60
Type of access	Phone, web and e-mail	Phone, web and e-mail	Phone, web and e-mail	Phone, web and e-mail	Phone, web and e-mail	Phone, web and e-mail	Phone, web and e-mail



The incident severity will determine the response levels given under your Software Support option. Citrix Technical Support provides you with a range of targeted response times depending on the urgency of your issue. In addition, for our [TRM](#) customers, we may agree to meet predefined update intervals on any issues opened with Citrix Technical Support.

Citrix Technical Support will not guarantee resolution times—with no exceptions—due to the complexity of our software products. Also, Citrix Technical Support cannot be aware of changes to customer operating environments which may have an adverse effect on the software's functionality.

For a complete list of our estimated response times for Citrix software support options, please refer to the table below.

		Software Support with 24x7 coverage	Software Support with Business Hours coverage
Severity 1 – Critical			
	To be logged by	Phone	Phone
	First contact	Within 30 min or less by phone	Within 30 min * or less by phone
	Updates	Daily **	Daily **
	Escalation to next technical level	Within 4 hours	Within 4 hours
	Management visibility		
	Manager technical support	Within 1 hour	Within 1 hour
	Senior management / director technical support	Within 4 hours	Within 4 hours
	Next level vice president	Within 48 hours	Within 48 hours
Severity 2			
	To be logged by	Phone or web	Phone or web
	First contact	Within 2 hours or less by phone or e-mail	Within 2 hours* or less by phone or e-mail
	Updates	Minimum every 2 days**	Minimum every 2 days**
	Management visibility		
	Manager technical support	Within 2 hours	Within 2 hours
	Next level	Second business day	Second business day
Severity 3			
	To be logged by	Web	Web
	First contact	Within 12 hours or less by phone or e-mail	Within 12 hours* or less by phone or e-mail
	Updates	Minimum twice weekly**	Minimum twice weekly**
Severity 4			
	To be logged by	Web	Web
	First contact	Within 24 hours or less by phone or e-mail	Within 24 hours or less by phone or e-mail
	Updates	Minimum weekly**	Minimum weekly**

* During business hours

** If ownership is on Citrix side



1.2 Citrix Appliance Maintenance

Product coverage

For our Citrix hardware products (except Citrix Access Gateway, Standard and Advanced Editions*) you can choose different levels of coverage depending on the product. All products that have not yet reached the End of Life date in accordance with the Citrix End of Life Policy are supported. For more detailed information on the standard Product Life Cycle Policy as well as the Product Life Cycle Matrix for products for which End of Life dates have been announced, please refer to the [Product Matrix Table](#) on www.citrix.com.

Appliance Maintenance Options

Appliance Maintenance is an extended service option. You can choose between three different levels: Bronze**, Silver and Gold. Additional services can be added on. The main features of Appliance Maintenance are:

- **Direct access to Citrix Technical Support** to get expert assistance from our experienced support engineers to help resolve complex issues via the phone or web.
- **Software updates***** which includes all major changes to the underlying Citrix product architecture and updates to the feature set of the Citrix product covered.
- **Return Material Authorization (RMA)** which provides you with the guarantee over the replacement of your Citrix hardware appliance (warranty) in case of a failure with defined turnaround times. All RMAs must be reported through the standard process of reporting an issue – see Life Cycle of a Case. Our engineers work with you to determine if the appliance needs to be exchanged. Upon confirmation of the RMA, you will be issued with an RMA number for your reference. This also sets off the timeframe in which Citrix will ship your replacement appliance which is determined by your level of Maintenance and Warranty. During the RMA process you will be e-mailed instructions for the return of the defective appliance. (RMAs are also available for appliances that are covered with the basic manufacturer’s warranty or extended warranty).

** Technical Support for Citrix Access Gateway Standard and Advanced Editions is available through Preferred Business Hours and Extended Hours Support – Software options*

*** Bronze maintenance is not available for Citrix Access Gateway, Enterprise Edition*

**** For Access Gateway, Enterprise Edition, software updates are bound to Subscription Advantage which has to be purchased separately for the CCUs and gives users the right to connect to the latest version. CCUs can expire and could potentially be invalid on a newer build of the firmware. Subscription Advantage on CCUs does not entitle access to Citrix Technical Support*



Appliance Maintenance options* at a glance:

	Bronze	Silver	Gold
Phone support (toll free)	√	√	√
Web support	√	√	√
Coverage hours	Business hours	Business hours	24x7
Number of incidents	Unlimited	Unlimited	Unlimited
Identification	Serial number	Serial number	Serial number
Technical Relationship Manager (TRM)	Optional	Optional	Optional
Support Account Manager (SAM)	√	√	√
Remote support	√	√	√
On-site Support	On request	On request	On request
Access to Citrix Knowledge Base	√	√	√
Supported products	Citrix hardware and associated firmware*	Citrix hardware and associated firmware *	Citrix hardware and associated firmware *
Consulting services	Optional	Optional	Optional
Education services	Optional	Optional	Optional
Software updates	√	√	√
RMA shipment **	10 business days	1 business day	1 business day

* Appliance Maintenance packages may vary depending on hardware

** RMA shipment refers to the time when Citrix will ship the new unit to the customer; not the delivery time. RMA shipments to some countries will not follow the guidelines above because of the export approval documentation required before shipment can occur. The current list of countries requiring export approval documentation before shipment of replacement product are: Egypt, Jordan, Kuwait, Qatar, Norway, Switzerland, Dubai/United Arab Emirates, Israel, Russian Federation, Saudi Arabia, South Africa and Turkey.

The following Add-on Services are available:

- For a higher level of technical support, Dedicated Account Management services delivered by a Technical Relationship Manager can be added on to the above basic Hardware Support options. Please refer to the section [Dedicated Account Management](#) of this Guide for detailed information on this service.
- On-site Support – Please refer to the Section 4 of this Guide for detailed information on this service



Resolution Times and Response Times for Appliance Maintenance

Citrix Technical Support provides you with a range of targeted response times depending on the urgency of your issue. In addition, for our [TRM](#) customers, we may agree to meet predefined update intervals on any issues opened with Citrix Technical Support.

We will not guarantee resolution times—with no exceptions—due to the complexity of our software and hardware products. Also, Citrix Technical Support cannot be aware of changes to customer operating environments which may have an adverse effect on the hardware’s functionality.

For a complete list of estimated response times for our Appliance Maintenance options, please refer to the table below.

	Bronze	Silver	Gold
Severity 1 - Critical			
To be logged by	Phone	Phone	Phone
First contact	Within 1 hour* or less by phone	Within 1 hour* or less by phone	Within 1 hour or less by phone
Updates **	Regular intervals daily **	Regular intervals daily **	Regular intervals daily **
Escalation to next technical level	Within 4 hours	Within 2 hours	Within 1 hour
Management visibility			
Manager technical support	Within 1 hour	Within 1 hour	Within 1 hour
Senior management/ director technical support	Within 4 hours	Within 4 hours	Within 4 hours
Vice president	Within 24 hours	Within 24 hours	Within 24 hours
RMA shipment	Within 10 business days	Within 1 business day	Within 1 business day
Severity 2			
To be logged by	Phone	Phone	Phone
First contact	Within 2 hours* or less by phone or e-mail	Within 2 hours* or less by phone or e-mail	Within 2 hours or less by phone or e-mail
Updates	Minimum daily**	Minimum daily**	Minimum daily**
Management visibility			
Manager technical support	Within 4 hours	Within 4 hours	Within 4 hours
Senior management/ director technical support	Within 12 hours	Within 12 hours	Within 12 hours
Vice president	Within 48 hours	Within 48 hours	Within 48 hours
RMA shipment	Within 10 business days	Within 1 business day	Within 1 business day

Severity 3				
	To be logged by	Web	Web	Web
	First contact	Within 8 hours* or less by phone or e-mail	Within 8 hours* or less by phone or e-mail	Within 8 hours or less by phone or e-mail
	Updates	Minimum twice weekly**	Minimum twice weekly**	Minimum twice weekly**
	RMA shipment	Within 10 business days	Within 1 business day	Within 1 business day
Severity 4				
	To be logged by	Web	Web	Web
	First contact	Within 24 hours* or less by phone or e-mail	Within 24 hours* or less by phone or e-mail	Within 24 hours or less by phone or e-mail
	Updates	Minimum weekly**	Minimum weekly**	Minimum weekly**
	RMA shipment	Within 10 business days	Within 1 business day	Within 1 business day

* During business hours and days only or as otherwise requested under Gold Maintenance

** If ownership is on Citrix side

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1.3 Dedicated Account Management

Dedicated Account Management (i.e., the services of a Technical Relationship Manager) can be added on to any Citrix software support option and to the Citrix Appliance Maintenance - Gold option. Once this service is added to the support option the overall package will include unlimited incidents. Dedicated Account Management services for Citrix software products and Citrix hardware products must be purchased separately. Details of the Dedicated Account Management service at a glance:

Add-on Services	
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

*May be purchased with any Software Support option or Gold maintenance option

Technical Relationship Manager

Technical Relationship Managers (TRM) are senior engineers who have many years of experience in working with Citrix products, thus providing a high level of technical expertise and proactive services that are valuable 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 – In cases where issues need 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 recommendations for integration of Citrix products in your environment.
- Incident tracking and status reporting sessions. The TRM provides reports summarizing your support account information such as incidents opened and status updates on a regular basis.



Usage of Technical Relationship Manager Services

Your TRM provides proactive as well as reactive support services. You will open Service Requests for any problem that you encounter directly with your TRM.

TRM services are provided on an hourly basis and limited to 200 TRM hours per year with the option to purchase additional TRM hours throughout the support year 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 notification, product notification, newsletters, event notification, etc.

Hours are typically not charged for the following activities:

- Any Service Request 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 only be used in the geographical region of your company's incorporation, for example, if your company's incorporation is in EMEA, your TRM will support you in EMEA and at EMEA business hours only. If you wish to benefit from TRM services in more than one region, you can purchase 200 hour blocks of TRM services for other incorporations of your company in each region. All TRM hours are valid for 12 months from date of purchase and require an underlying support option. Unused TRM hours do not roll over into a subsequent service term. If you are interested in Dedicated Account Management, please contact your Citrix Representative to determine TRM service availability in your region. For more information on geographical regions please refer to the definition in this Guide.

TRM Services and 24x7 Support

You can contact your assigned TRM during business hours of your geographical region. Outside of business hour you can still report support incidents if your chosen support option allows this. In such a case the incident is transferred to the 24x7 Support Team. The case work continues as long as you also make resources available that allow 24x7 interaction on both sides.

The same applies in a scenario where a Service Request 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 Service Request ownership during business hours if still required.

1.4 Exclusions

Problems arising out of: (i) your customization to the operating system or environment that adversely affects the software; (ii) any alterations of or additions to the software performed by parties other than Citrix; (iii) use of the software on a processor and peripherals other than the processor and peripherals for which such software was designed and licensed for use on; or (iv) software that has reached end of life, are not covered by the Support Services.

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2. Roles and Service Delivery Process

2.1 Citrix Technical Support Roles

Citrix Technical Support Services gives you direct access to our subject matter experts. There are several roles within Citrix Technical Support and each one can help you in different ways.

Technical Support Engineer – Subject Matter Expert

Subject Matter Experts are specialized in at least one and up to a maximum of three Citrix products and reside in one of our three product teams: Application and Desktop Virtualization, Networking, and Server Virtualization. Engineers in these teams are usually your first point of contact when you log a case via the telephone or the internet. First, they make sure your case is opened correctly in our CRM system and verify your entitlements. Once that has been done, the Subject Matter Expert troubleshoots your particular issue and working with you on a solution.

Escalation Engineer

Escalation Engineers deal with the most complex issues that get passed on to them by the Subject Matter Experts. Our Escalation Engineers are highly specialized and have access to a wide range of support tools. In addition they have priority access to Citrix Engineering and Citrix Development.

Technical Relationship Manager (TRM)

These engineers get assigned to customers with a need for high-level technical support that have purchased Dedicated Account Management. For further details about the benefit of TRM services please refer to chapter “[Dedicated Account Management](#)” as outlined in this Guide.

Citrix Licensing Administrator

Our Licensing Administrators are available to assist you when experiencing issues with license download, activation, allocation, re-allocation or returns. They can also advise you on how to manage your licenses best in the MyCitrix portal.

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2.2 Citrix Technical Support – Service Delivery Process

Our support engineers have certifications from many industry-leading companies to help support your diverse environments. In addition, our dedicated employees are constantly refining their skills and expanding their expertise into other technical areas through extensive training and certification programs. Our Subject Matter Experts can replicate technical issues in the lab and have access to extensive hardware and software resources for testing and troubleshooting. We can even shadow a user session to observe the actual problems and quickly develop a solution.

Remote Access

We primarily assist you via telephone and internet to help resolve problems. Support is delivered based on the support services option selected by you. All support services are provided remotely from Citrix to your location. An incident may require multiple telephone calls and offline research to achieve final resolution.

In the event that Citrix requires remote access but you cannot provide Citrix with remote access, we continue to work the Service Request submitted on a best efforts basis and may offer to send an engineer on site at an extra cost.

Language Support

All services are primarily provided in the English language. Nevertheless, Citrix Technical Support offers support in other languages. You may request to be supported in a language other than English when opening a Service Request. We assign a resource on a best effort basis, however, we cannot guarantee that this will be possible in all cases.

Geographical Coverage

Citrix Technical Support provides support globally. The main support centers are based in:

Dublin – Serves as home center for all European, Middle Eastern and South African customers and partners

Fort Lauderdale, Santa Clara, Atlanta – Serve as home centers for all United States, Canadian, South American and Caribbean customers and partners

Sydney, Singapore, Bangalore and Hong Kong – Serve as home centers for all Asia Pacific-based customers and partners

Tokyo – Serves as home center for all Japanese customers and partners

For Citrix Software support, the home center is determined by your company's incorporation location. For Citrix Appliance Maintenance, the home center is determined by the country in which the hardware appliances are based.

Citrix regions are split as follows:

(a) Americas – North America, Latin America and the Caribbean



- (b) EMEA – Europe, Middle East and Africa
- (c) Asia Pacific – Asia, New Zealand and Australia
- (d) Japan

24 x 7 Support

Some Citrix Technical Support Services options include 24x7 support. This means that during business hours of your respective home center, your request will be addressed by the Citrix Support Center in your home region. Support outside business hours including weekends and regional bank holidays is covered via the Global Citrix Technical Support desk. During these times Citrix provides technical assistance through a team of support engineers located around the globe in one of the many Citrix Technical Support Centers. The case work continues as long as you also make resources available that allow 24x7 interaction on both sites.

Engineering Support

In situations where Citrix Technical Support cannot provide a satisfactory resolution to a critical problem through normal support methods, we may engage the Citrix Product Development Team to create a fix to the Citrix supported product in accordance with the Citrix Product End of Life Policy. Citrix retains all rights, title and interest in and to all fixes.

For the purpose of the engineering support, fixes are designed to address a specific customer's situation and may not be distributed by the customer outside its organization without written consent from Citrix. Fixes are provided *as-is*, without warranty of any kind as Citrix relies on the customer's information in providing these.

Multi-vendor Coordination

We will work with your other key partners to resolve problems in a heterogeneous environment. When you report a problem on Citrix supported products that involves interactions with other vendors' products, and you have a support agreement with that vendor, we will share diagnostic information and collaborate with the other vendor in order to find a solution.

Non-chargeable Incidents

In these scenarios, Citrix Technical Support will credit back incidents, meaning giving back the used incident to the customer to be re-used:

- Software bugs – Service Requests opened against software bugs, i.e., issues related to an error in the Citrix software, can be credited to your pool of Service Requests upon request.
- Enhancement requests – If your request is related to a new feature, functionality or product idea, we will open the Service Request as an Enhancement Request. Service Requests opened as enhancement can be credited to your pool of Service Requests upon request.
- Service requests logged to request an existing Limited Release hotfix (not available on the Citrix website)

- Service requests logged to request an international version (Spanish, German or French) of an existing English hotfix (after confirmation that the private fix solves the issue and the case has been escalated)

2.3 Customer Roles

Customer Support Manager (CSM)

The Customer Support Manager is a person designated by you to be the primary administrative contact regarding your Citrix software support or Appliance Maintenance option. The CSM gets contacted for any notifications such as renewals or price changes. It is key that you let us know when the CSM of your company changes, otherwise important notifications will not get to the correct contact.

Technical Named Contact (Software Support only)

Technical Named Contacts are the individuals designated by your organization to be the contact for Citrix Technical Support, who can open, work or close Technical Support Service Requests with our engineers. Each Technical Named Contact will be provided with an individual PIN number to use when opening a Service Request. It is important that you pick individuals with specific e-mail addresses. We do not accept generic groups and e-mail addresses as our point of contact. We recommend that Technical Named Contacts hold a technical Citrix certification in order to support and enhance the solution process when working with Citrix Technical Support. While we make every effort to resolve your issue as quickly as possible, it is essential that you provide us with knowledgeable personnel who can perform appropriate troubleshooting actions and have a very good understanding of the product. Citrix reserves the right to change Technical Named Contacts if no appropriate product knowledge can be demonstrated by the nominated named contact.

You may also choose to appoint a Citrix Preferred Reseller or any third party named contact to act on your behalf. In this case the Partner/ third party named contact will be added to your organization record and will be issued with a PIN number on your behalf. The Partner/ third party technical named contact may use the PIN 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 from your organization records (on mycitrix.com) if you no longer wish to have them act on your behalf.

2.4 Customer – Expectations

Performance of Basic Troubleshooting Steps

Please perform basic troubleshooting steps (outlined in the Citrix Brief Troubleshooting Guide) before contacting Citrix Technical Support with an issue. This helps determine what problem you are experiencing and enhances the solution process. Basic troubleshooting steps are outlined in our Brief Troubleshooting Guide and help can also be found in the Citrix Knowledge Centre on <http://support.citrix.com>

Performance of Problem Determination Activities and Resolution Activities

By signing up 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 and collecting configuration information. Problem resolution activities may include changing product configurations, installing new versions of software or new components, or modifying processes.

Procuring, Installing and Maintaining Equipment

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

Implementation of Current Upgrades and Updates

As part of your agreement, you must implement all currently available upgrades 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. All shipments and return charges will be at customer's expense.

3. Life Cycle of a Service Request

3.1 Before Reporting a Service Request

Citrix Technical Support aims at solving every reported incident in the shortest possible timeframe. To do so, we require the appropriate information. Please make sure to follow the steps below before contacting support. If the information provided is incomplete we may not be able to open a Service Request.

Consult the Citrix Knowledge Center

Before you enter a Service Request, please visit the Knowledge Center and that ensure your issue can not be solved by any of the articles published here. The Knowledge Center is the official resource for technical information on Citrix products, hotfixes, security bulletins and troubleshooting guides. It is organized to help you to quickly and easily locate solutions to common questions and to more in depth technical issues. Subscribe to any of the RSS feeds or e-mail watches to stay informed on the latest information. The Knowledge Center is at <http://support.citrix.com>

Gather all necessary information

- Detailed description of the error and error behavior
- Detailed documented troubleshooting steps
- Detailed environment information (e.g., product, OS version, hotfix level, etc.)
- Service Request severity – When reporting a Service Request, please indicate the severity to us. Should we have to change the severity level, we will reach agreement with you before doing so. Please familiarize yourself with the severity description so that you understand the associated response times and expectations.
- Valid PIN or serial number
- For software support – When reporting a Service Request please have ready your individual Citrix Software Support PIN number.
- For hardware support – Please have the serial number of the defective hardware appliance. Your hardware appliances must be covered with valid Appliance Maintenance in order to qualify for direct access to Citrix Technical Support.

3.2 When Opening a Service Request

Opening a Service Request via the Telephone

We recommend calling the Technical Support Centre when opening severity 1 issues or any other business critical issues, including raising Service Requests during out of business hours. For all other instances we recommend that you use the My Support tool on www.mycitrix.com.

Even though Citrix provides toll free numbers in most countries, it is the responsibility of the customer to carry all fees associated with the communication. For your country's specific phone number please visit <http://www.citrix.com/English/SS/supportContacts.asp?regionID=3847>.

Opening a Service Request via the Internet

We recommend opening all non-business critical Service Requests online through the My Support tool on www.mycitrix.com. When you are logged in to your MyCitrix account,

- Go to → Toolbox
- Select → My Support
- For Support Type select Technical Support (selecting Customer Care under Support Type can cause a delay of up to seven days since the case is routed to a non-Technical Support Department)
- Choose Services Support for all software related issues
- Choose Serial Number Support for all hardware related issues

Please note that any Service Request opened against an invalid Software Support option, an invalid serial number or a serial number without valid Appliance Maintenance coverage will be closed without investigation.

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3.3 Working the Service Request

After you report a Service Request to Citrix Technical Support, we follow these initial steps:

1. Validation of your support options

Citrix cross checks your support options either via your individual PIN number or via the serial number of the hardware appliance that you are calling for. If your entitlement to access Citrix Technical Support cannot be validated, we contact you and ask you to provide proof of your support entitlement.

2. Validation of the provided information

Once your entitlements have been validated, we review the submitted information. If sufficient, we open the Service Request and give you the Service Request number.

3. Subject Matter Expert

Your Service Request is worked by a Subject Matter Expert, who will contact you according to our response times as outlined in this Guide. The support engineer works with you towards a resolution. That might involve the following:

- Requesting more information
- Reproducing the issue
- Requesting traces
- Remote access
- Requesting the installation of hotfixes or feature release upgrading to a new software version
- Working with Citrix Development to correct a software problem
- Implement a workaround
- Test a solution in a nonproduction environment
- Request to open a ticket with a third vendor

4. Re-assignment of a Service Request

In situations where your Service Request needs to be re-assigned (e.g., holidays, sick leave, or escalation to a senior engineer or one with additional skills sets, etc.) you will be informed by telephone or e-mail.

3.4 Escalation of a Service Request

Our goal in Citrix Technical Support is to resolve any issue as quickly as possible. If you feel that your Service Request is not making progress, you can bring the case to the attention of the Citrix Technical Support Management Team. Take the following steps to raise the priority of your case, or to report a satisfaction or service quality issue:

- Signature of the engineer – Each support engineer’s e-mail signature has the e-mail address and phone number of her manager. If you feel your Service Request needs special attention, please feel free to contact the manager directly.
- General e-mail address – If you are unsure whom to contact for a satisfaction or service quality issue, send an e-mail to support.feedback@eu.citrix.com.
- When escalating a Service Request, please provide the following information:
 - Service Request number
 - Why you are escalating the Service Request
 - Information on the business impact the issue has for your company

3.5 Closing a Service Request

Before closing a Service Request, we will ask for your agreement that the issue has been worked to your satisfaction and for your confirmation that the Service Request 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.

Other reasons for closing a Service Request can include:

- You are not entitled to support from Citrix Technical Support
- No feedback has been received after three attempts to contact you over the course of six business days

4. Citrix On-site Support

Except otherwise agreed, Software Support Services Options and Appliance Maintenance options do not include Technical Support On-site Services. However, you can purchase Technical Support On-site Services (On-site Support) as an Add-on Service where available.

Add-on Services	
Citrix Technical On-site Support –Business Hours Add-on*	Citrix Technical Support Services at the customer location Monday till Friday for eight hours during the time period from 8:00 a.m. till 6:00 p.m.
Citrix Technical On-site Support – Extended Hours Add-on*	Citrix Technical Support Services at the customer location All days (Saturdays, Sundays and Bank Holidays included) for eight hours during the time period from 8:00 a.m. till 6:00 p.m.

* May be purchased with any Software Support option or maintenance option.

Citrix Technical Support On-site Services includes on-site visits by a Citrix Support Engineer to execute problem diagnosis and problem resolution as mutually specified by the Citrix Support Engineer, Citrix Technical Support Management and you.

4.1 Ad hoc On-site Days

Before a Support Engineer comes on site, a [Service Request](#) needs to be opened. We investigate the Service Request remotely first and will recommend whether On-site Support could speed the resolution for your issue.

All on-site visits are subject to resource availability. We will make our best effort to provide you a resource in the shortest timeframe possible. Once the on-site engagement has been agreed upon, the following steps will be taken:

On Citrix side:

- The appointed Citrix Support Engineer and your authorized contact(s) mutually develop and review an agenda of the visit.
- Citrix Technical Support dispatches a Technical Support Engineer to your site who has the appropriate knowledge and skills to perform an 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).

On customer's side:

- You submit an On-site Support Add-on Purchase Order for the estimated amount of the On-site Support costs to Citrix before the on-site visit takes place.
- Your authorized contact(s) mutually develop and review an agenda of the visit with the Citrix Support Engineer.
- 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

All requests for On-site Support must be for a minimum of one day. On-site Support is subject to additional fees at the then current pricelist 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, we will need to receive this cancellation 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 within thirty days upon invoicing by Citrix.

4.2 On-site Support for TRM Customers

Customers with [Dedicated Account Management](#) may purchase a number of On-site Support days upfront at a discounted rate, if applicable, at the time of purchasing or renewing their Citrix Technical Support Services option.

At the TRM level and with On-site Support days purchased upfront, it is not a requirement to have a Service Request open for an on-site visit to take place. Also, interventions are not only for break fix actions: TRMs can use on-site visits for planning, multi-vendor meetings and knowledge transfer.



5. Customer Feedback, Customer Satisfaction

Citrix Technical Support values and promotes customer satisfaction. Our goal is to provide you with the best possible service and with quality solutions for your technical problems in the shortest possible timeframe. We welcome customer feedback, praise and criticism alike, and encourage you to get involved with us through the following channels:

Customer Satisfaction Survey

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

Feedback e-mail

If you wish to send us your feedback regardless of or in addition to the Customer Satisfaction Survey you can do so any time by sending an e-mail to: support.feedback@eu.citrix.com

Technical Support Engineer e-mail signature

Each Technical Support Engineer's e-mail carries the e-mail address and direct phone number of his manager. Feel free to contact the manager directly if you wish to escalate a case, or for any other reason.



6. Your Support Details

You can purchase Citrix Technical Support Services options by placing an order with your preferred Citrix reseller or directly with Citrix (for Citrix software support services options only) and by providing the completed relevant document (Customer Information Form) available at [for download here](#) . Citrix Technical Support Services options can be purchased for Citrix products until it is no longer offered for that product in accordance to the Citrix Product Support Life Cycle Policy posted at www.citrix.com.

6.1 Term

The standard period of Citrix Technical Support Services options is one year unless stated otherwise in the document supporting the offering. The period shall begin on the day the Citrix Technical Support Services option is activated by Citrix.

Expiration — If not renewed, your Citrix Technical Support Services option expires at the end of the relevant term.

Renewal — The Citrix Technical Support Services option can be renewed at the same terms and conditions for the period of one year at the end of each term unless otherwise agreed. To do so, place a renewal order either with Citrix directly (for Software Support Services options only) or with your preferred Citrix reseller. The order has to be placed before the expiration of the current Citrix Technical Support Services option term and will incorporate the then current price for the Citrix Technical Support Services option ordered. Unused Service Requests, TRM hours, On-site Support days during any one term do not roll over to any subsequent term.

6.2 Changes to your Citrix Technical Support Services Option

Nominated contacts, additional services — Some changes to your Citrix Technical Support Services option such as amending the nominated Technical Named Contacts or the nominated business contact can be done at any time throughout the term. You can also purchase additional services such as TRM Add-on Services at any time during the term. To do so, contact your preferred Citrix reseller or your Citrix representative. Requests have to come from your [CSM contact or one of your designated Technical Named Contacts](#). You cannot assign your rights or obligations deriving from Support Options without prior written consent of Citrix.

Duration, upgrade or downgrade — Changes to your Citrix Technical Support Services option such as amending the term of the option (e.g., to synchronize dates with your Subscription Advantage) or upgrade or downgrade the level of your support option can be done at renewal time **ONLY**. To do so, simply request a quote for the option or the term of your choice at renewal time by contacting your preferred Citrix reseller or your Citrix representative. You may have to complete new contractual documents for these changes to come into effect.

6.3 Payment

If you purchase or renew a Citrix Technical Support Services option or Add-on Services directly with Citrix, you agree to pay the price specified within 30 days upon receiving the invoice by Citrix. Prices apply according to our current pricelist. If you purchase or renew your Citrix Technical Support Services option or Add-on Services via your preferred Citrix Reseller the terms and conditions agreed with your reseller apply.

6.4 Other Considerations

Citrix delivers the services using standards of professionalism. Citrix makes no other warranties than the ones implied by law or explicitly stated for your benefit in the present Guide.

Citrix liability for any Software Support or Appliance Maintenance option or service will be limited to the support price paid to Citrix for these services and exclude indirect or consequential damages.

Citrix will maintain and use any of your confidential information to the same extent that Citrix uses and protects its own confidential information.

If there is a dispute in relation to the services provided by Citrix, Swiss law shall be applicable and, if an applicable resolution is not forthcoming, the dispute shall be submitted to competent courts in the Canton of Zurich, Switzerland.

7. Definitions

- **Severity levels:**

Severity	Definition	End-user should be prepared to:
1	System is down or effectively unusable as a result of the problem. Problem causes mission-critical impact on the Customer's operation with no acceptable workaround or functionality used to perform tasks considered to be essential to Customer operations, project completion or normal productivity of end-user.	<p>Commit appropriate resources to be available to provide additional information within one day of Citrix's request</p> <p>Make reasonable efforts to apply and test suggested solutions within one day of receipt</p> <p>Enable Citrix to use remote access if necessary</p>
2	System is up and running, but the problem causes significant impact and has no acceptable workaround. High impact problem where operation is proceeding, but in a significantly impaired fashion or functionality used to perform tasks considered to be important but not primary to immediate business operations.	<p>Commit appropriate resources to be available to provide additional information within one day of Citrix's request</p> <p>Make reasonable efforts to apply and test suggested solutions within one day of receipt</p> <p>Enable Citrix to use remote access if necessary.</p>
3	System is up and running and the problem causes only limited or insignificant impact. Important to long-term productivity, but is not causing an immediate work stoppage.	<p>Monitor and respond as necessary</p> <p>Enable Citrix to use remote access if necessary.</p>
4	Problem does not have significant impact to the Customer or functionality that is not important and infrequently used.	Monitor as necessary.

- **First contact**
The assigned Citrix Technical Support engineer contacts the assigned customer Technical Named Contact by either phone or e-mail.
- **Update**
The periodic communication of the Service Request status.
- **Management visibility**
The process of giving Citrix management or the Executive Team visibility to a particular Service Request.
- **Business day and business hours**
Monday to Friday from 8:00 a.m. to 6:00 p.m. local time of Citrix Support Centers in Dublin, Fort Lauderdale, Santa Clara, Atlanta, Sidney, Singapore, Bangalore and Hong Kong excluding local bank holidays.
- **24 x 7 Support**
Coverage around the clock on seven days a week including local bank holidays.

- **Incident**
A single support issue and the reasonable efforts needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate problems. If a problem consists of subordinate problems, each subordinate problem shall be considered a separate incident.
- **Service Request**
A formal request for support presented to Citrix about an incident to resolve it pursuant to the conditions of this present Guide.
- **Named contacts**
The assigned technical named contact on customer's side, who can contact Citrix Technical Support on behalf of its organization. If the customer decides to appoint a person employed by a third party, the customer transfers all rights which are associated with a holder of a Technical Support agreement to that person.
- **General Release Hotfix**
A hotfix that is delivered in a self-installing package, and is targeted for the general public. General Releases are available on the Citrix web site www.citrix.com.
- **Service Pack**
A self-installing package intended to upgrade the currently installed Citrix Software. Service Packs are available on www.citrix.com.
- **Major Release**
Includes significant changes to the software. Developers may perform a major release if there have been substantial enhancements to the software features, architecture or performance.
- **Minor Release**
Includes enhancements that do not necessitate a major release.
- **Maintenance Release**
Typically includes simple bug fixes or optimizations that do not introduce new features. Developers may create a maintenance release if the release is at least feature-compatible with the previous release.
- **Release Family**
Comprises of all major, minor and maintenance releases within a major release numbered set (e.g. 5.x, 6.x, etc.).
- **Workaround**
Means a plan or method to circumvent a problem without necessarily eliminating it.
- **Appliance**
Means a Citrix hardware unit which includes licensed software

SECTION B: CITRIX CONSULTING SERVICES

Designing and building a solution that meets all the user requirements based on best practices with reliability and supportability in mind is an art form. Citrix Consulting can help achieve this goal by bringing to your project experience, best practice and expertise from a vast array of projects completed for hundreds of customers.

Scope of Citrix Consulting

Citrix Consulting can assist with a range of Citrix product related projects including proof of concepts, economic impact assessment, infrastructure health checks, design requirements analysis, architecture design, design verification, integration and operational process development.

Troubleshooting and issue resolution are provided by Citrix Technical Support. Formal training and knowledge transfer is provided by Citrix Education.

1. Engaging Citrix Consulting

For each engagement we will agree with you the scope of the work to be delivered and document it with work estimates for your approval along with pricing information. This will either be documented as part of a standard service described in a datasheet or if necessary a Statement of Work written specially for your project.

The following sections outline our standard engagement procedures:

Status Reports

For projects longer than two weeks Citrix will deliver status reports that will contain the following sections:

- Overview – This section provides an executive level status overview.
- Deliverables – This section outlines the status of each major deliverable.
- Issues for Management Attention – This section outlines the high priority issues that need client management attention.
- Activities Completed this Period – This section describes the activities that were completed during the current week.
- Planned Activities for Next Period – This section outlines the activities for the following week.

Assumptions

The following will normally be required for engagements with Citrix Consulting:

- A workspace and meeting rooms will be provided when appropriate for the Citrix consultant(s) throughout the duration of the project.
- Citrix consultants have access to the following:

- Workspace (desk, chair, etc.) and access to offices during normal work hours as well as after hours
 - Network connections
 - Internet access
 - Telephone access
 - Printer, copier and fax access
- Agreed members of your team will be part of the project team and will be available throughout the project.
 - Appropriate development environment/testing environments will be available for the Citrix consultants to use for design and build/test activities as required.
 - The English language version of Citrix products will be used unless otherwise specified and you will be able to provide access to all necessary licenses available (Citrix, Microsoft server licenses etc.)
 - Whilst onsite, Citrix consultants will work towards the completion of the project deliverables defined agreed with you. During the engagement it is anticipated that you may request additional assistance from Citrix consultants with questions and requests for advice that are not directly related to the project. Our consultants will endeavour to assist with such matters to the extent that they do not result in a significant deviation from the agreed project plan and timescales. If the help requested is likely to require an increased time commitment from Citrix consultants, we will discuss any fee and schedule impact with you prior to proceeding with such assistance.
 - Once we have completed the work agree you will handle the notification and resolution any ongoing technical issues through its usual technical support channels.

2. Change Management

Citrix follows an established procedure with respect to managing unexpected changes to the scope or duration of a project. If the need for a change in project scope or duration is identified, Citrix will follow the process defined below:

- Discuss and confirm need for additional work with you.
- Identify and agree additional tasks and deliverables associated with the scope change.
- Estimate the additional work effort associated with the above.
- Based on the work effort estimate, determine the impact on current project duration and budget, including contingency.
- Use contingency budget, if possible.
- Draft a new statement of work if the additional work effort estimate:
 - Requires additional consulting resources



- Affects the current project duration or budget beyond the contingency hours included

3. Expenses

Citrix will discuss potential project-related expenses with you. Citrix will endeavour to select reasonably priced airlines, hotels, meals, and other expenses. It is expected that you will reimburse expenses incurred during the project for those consultants travelling beyond a reasonable commutable distance from their home, or between sites. These expenses will include the following as appropriate:

- Airfare necessary to location(s)
- Meals
- Parking, ground transportation and tolls
- Lodging

Where available, Citrix Consulting Services may also be purchased at an all-inclusive expense rate.

4. Term

Unless otherwise specified in your Statement of Work, Citrix Consulting Services can be utilized within 12 months of the acceptance of purchase order. After that all Citrix Consulting days will expire.

5. Purchasing Citrix Consulting

Citrix Consulting Services can be purchased upfront in blocks of 5 days as part of a complete Citrix Services package (in combination with Citrix Technical Support and/ or Citrix Education Services), or as part of a bespoke Citrix Consulting project.

Prices apply according to our current pricelist. If you purchase Citrix Consulting Services via your preferred Citrix Reseller the terms and conditions agreed with your reseller apply.

6. Payment

When purchased as bespoke Citrix Consulting project you will be normally invoiced at the end of each calendar month (unless you specify you want to be billed for all the work at the start of the project) with payment due within thirty days of the date of invoice. The professional fees charged through each invoice will correspond to the actual hours worked by the Citrix consultant over the invoice period at the corresponding hourly rate for each consultant.

When purchased as part of a Citrix Services packages the appropriate number of days (including or excluding expenses) will be invoiced at the time of purchase with payment due within thirty days of the date of invoice.

All prices are VAT exclusive. You must pay to Citrix on demand an additional amount on account of any goods and services tax, value added tax, withholding tax or any other like tax (“Taxes”)



which is payable as a consequence of any supply made or deemed to be made or other matter or thing done under or in connection with any supply of goods or services made or deemed to be made hereunder (together with any fine, penalty or interest payable because of a default in payment not attributable to Citrix). The amount you pay to Citrix on account of Taxes must be sufficient to ensure that the economic benefit to Citrix remains the same whether Taxes apply or not. Citrix will provide you with a tax invoice.

7. Other Considerations

Citrix delivers the services in a professional and workman-like manner provides a timely re-performance of the work in case of breach. Citrix makes no other warranties than the ones explicitly stated for your benefit in the present Guide or if mandatory under applicable law.

Whenever your potential projects involves the production of reports or deliverables, the copyright in the resulting report or deliverables and all other works of authorship and all developments made, conceived, created, discovered, invented or reduced to practice in the performance of work during this engagement are and shall remain the sole property of Citrix, subject to a worldwide, non-exclusive license to you for your internal distribution and use as intended hereunder.

To the extent permitted by applicable law Citrix liability for any Consulting services provided to you will be limited to the price paid to Citrix for these services and exclude indirect or consequential damages.

Citrix will maintain and use any of your confidential information to the same extent that Citrix uses and protects its own confidential information.

The terms on any purchase order or other form submitted by You shall not apply to the services.

If there is a dispute in relation to the services provided by Citrix, Swiss law shall be applicable without reference to conflict of law principles and, if an applicable resolution is not forthcoming, the dispute shall be submitted to competent courts in the Canton of Zurich, Switzerland.

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SECTION C: CITRIX EDUCATION SERVICES

Citrix Education Services Learning Account with Training Vouchers

Scope of Education Services

The Citrix Learning Account is the way to simplify and centralize procurement of Citrix training services. This allows customers to prepay for training days through Citrix Education Vouchers; book training courses as and when required; use any Citrix Authorized Learning Centre (CALC) in the Citrix network of training partners as well as manage and track usage of training through a simple web based management system.

1. Citrix Learning Account

Upon purchase of Citrix Education Training Vouchers Citrix will establish a customer Learning Account. Education Training Vouchers can be used with a selected Citrix Authorized Learning Centre ("CALC") for the specific training courses for a course up to 5 days. Each Education Training Voucher allows for one company employee to attend a Citrix training at a Citrix Authorized Learning Center ("CALCs") within a period of 12 months.

The CALC publishes its own course schedule detailing where and when each course is to be delivered.

2. Purchasing Citrix Training Day Vouchers

A quotation will be provided by Citrix or your Preferred Solution Advisor ("CSA") detailing the number of Citrix Education Vouchers along with pricing information. At the time of purchase the customer will be required to nominate a Service Management Contact within the customer's organization that will be the prime interface for administering your Learning Account services.

After receipt of a valid Purchase Order Citrix will establish your Citrix Learning Account and pass full details to your nominated Learning Account Service Management contact.

3. Using the Citrix Learning Account

Once the Citrix Learning Account has been activated then you will be provided with full details on how to use the service you have purchased:

Training Day Vouchers

A full user guide will be provided to the Service Management Contact giving details on how to use the Training Day Vouchers (TDVs) and in particular, the Training Day Voucher web management tool. Details of the CALCs where you can redeem TDVs will also be supplied. In addition a special Learning Account number will be provided which will be the prime reference number that needs to be used when ever booking or querying the Learning Account.

The process for using the Training Day Vouchers is as follows:

1. Determine which Citrix courses are appropriate and the names of the students to be trained.
2. Identify a CALC and one of their training locations convenient for the selected students, along with the preferred course dates.
3. Contact the CALC stating that you wish to book courses using your Citrix Training Day Vouchers.
4. The CALC will take details of your requirements and the Learning Account number. Using the Training Day Voucher management tool the CALC will agree with you the number of Training Day Vouchers required and verify that there are sufficient Training Day Vouchers available and redeem them by entering details of the courses booked.

Tracking you Citrix Learning Account

Via the Training Day Voucher management tool you will have full visibility of your Training Day Vouchers and when, where and for who the vouchers have been redeemed.

The Service

Management Contact can pass the Learning Account details to other individuals within their organization to allow them to make their own bookings. Details of who made the booking at the CALC will be captured to allow central monitoring of authorized use of the Learning Account services by the Services Management Contact. You will be able to view the status of your account at any time using the web-based tracking tool

4. Term

Each Citrix Education Voucher can be utilized within 12 months of purchase. After that the Citrix Education Voucher will expire.

5. Payment

If you purchase Citrix Education Vouchers directly with Citrix, you agree to pay the price specified within 30 days upon receiving the invoice by Citrix. Prices apply according to our current pricelist. If you purchase via Citrix Education Vouchers your preferred Citrix Reseller the terms and conditions agreed with your reseller apply.

6. Other Considerations

CALCs are independent businesses and liable for the training they provide directly to the company and its quality. Citrix provides no warranty regarding such course or assumes no liability for the provision of the training by CALC. Once you have agreed to redeem Education Training Voucher at a specific CALC, that CALC is responsible for delivering the training courses and providing the associated courseware deliverables.

In order to help perform its obligations for Education Services, Citrix may provide certain information qualified as personal data to CALCs providing the training courses.

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