



Subscription Advantage, Appliance Maintenance and Hardware Warranty

Protect your investment in Citrix Delivery Center

Citrix[®] is a leading technology company with solutions that enable a more secure, more manageable and far less costly IT environment than the status quo. Citrix Delivery Center[™] transforms IT into an on-demand service by centralizing the management and delivery of applications and desktops.

Citrix Maintenance Programs protect your investment, streamline your asset management, and keep your business-critical computing infrastructure current and running at maximum efficiency.

Citrix Maintenance Programs

- Citrix Subscription Advantage[™] grants you the latest product version updates at no additional cost
- Appliance Maintenance provides world-class technical support, software version updates and Return Material Authorization (RMA) services
- Hardware Warranty¹ entitles you to a replacement for your appliance in the unlikely event of a failure

1 Available only for Access Gateway 2000 series appliances.

Citrix Maintenance Program Coverage

Product Family	Subscription Advantage	Appliance Maintenance	Hardware Warranty
Citrix XenApp™	✓		
Citrix XenDesktop™	✓		
Citrix Essentials for XenServer™	✓		
Citrix Essentials for Microsoft® Hyper-V™	✓		
Citrix NetScaler®		✓	
Citrix Branch Repeater™		✓	
Citrix WANScaler™		✓	
Citrix Access Gateway™		✓	✓

Optimize your Citrix Investment

Get Proven ROI with your active Maintenance Programs

Protect your IT investment at no additional cost

Keep your Citrix Delivery Center products current to minimize IT operation costs while increasing the value of your assets with on-demand access to version updates. Version updates include introduction of new technologies, enhancements to existing features and performance improvements.

Maintenance Program Benefits

Secure Portal

Manage, renew and fulfill program benefits. 24x7x365 on MyCitrix.com.

Easy budgeting

Plan ahead and budget once a year to stay current on Citrix technology.

DateSync

Synchronize renewal dates across products to streamline budget planning.

getCurrent

Reactivate expired Subscription Advantage memberships at a fraction of new product cost. This option is not available for Appliance Maintenance and Hardware Warranty programs.

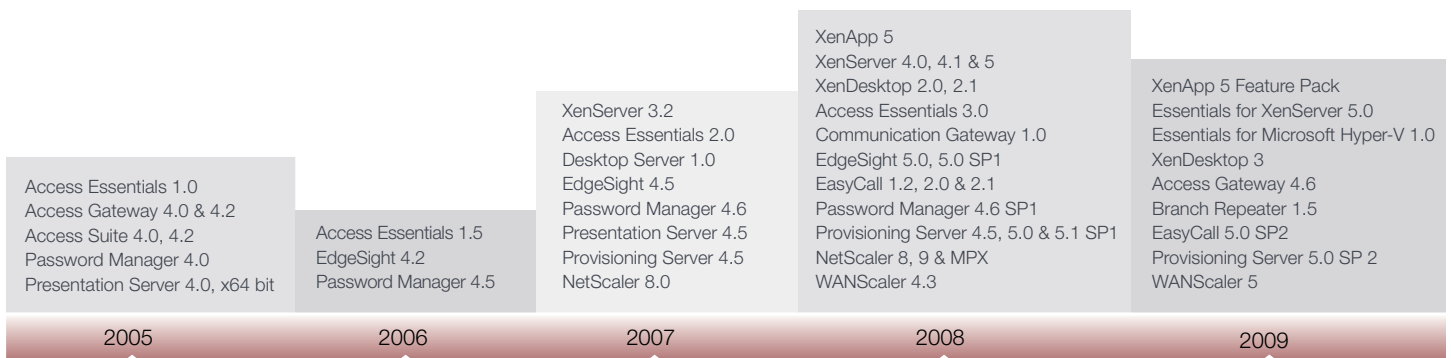
Pricing

Determined by product line, membership status, family edition and licensing program discount.

Citrix Partner Value

Assign or set your partner's visibility to help you maximize on program benefits.

Product Versions Released in the Last Five Years



Keep your Citrix Technology Current

Subscription Advantage

Membership

The first year of Subscription Advantage is included with the purchase of Citrix software products at no additional cost. After the initial year, members renew annually in order to continue receiving all program benefits.

Software Updates

An active Subscription Advantage membership helps you take your Citrix investment to the next level. With consistently enhanced features, Citrix solutions can increase IT agility, lower cost of IT ownership and accelerate performance from the datacenter to the desktop.

Subscription Advantage Pricing²

Membership Status	Price
Current - Active Membership	Renewal SRP
get <i>Current</i> Reinstatement Membership expired through 365 days	Renewal SRP, plus pro-rated amount for time expired and 20% late fee
get <i>Current</i> Recovery Membership expired more than 365 days	Recovery SRP

Membership Status	Renewal	Recovery
Citrix XenApp™ PE	\$75 per ccu	\$325 per ccu
Citrix XenApp™ EE	\$50 per ccu	\$225 per ccu
Citrix XenApp™ AE & SE	\$45 per ccu	\$195 per ccu
Citrix XenDesktop™ PE	\$60 per ccu	\$220 per ccu
Citrix XenDesktop™ EE	\$45 per ccu	\$165 per ccu
Citrix XenDesktop™ AE	\$30 per ccu	\$110 per ccu
Citrix XenDesktop™ SE	\$15 per ccu	\$42 per ccu
Citrix Essentials™ for XenServer PE	\$675 per server	\$2800 per server
Citrix Essentials™ for XenServer EE	\$325 per server	\$1400 per server
Citrix Essentials™ for Microsoft® Hyper-V™ PE	\$390 per server	\$1,680 per server
Citrix Essentials™ for Microsoft® Hyper-V™ EE	\$195 per server	\$840 per server

Program Level	Price	Benefits
Gold	18% appliance SRP	<ul style="list-style-type: none"> • Software updates • 365x24x7 Support • Advanced RMA
Silver	14% appliance SRP	<ul style="list-style-type: none"> • Software updates • 8 am - 9 pm ET Support • Advanced RMA
Bronze	10% appliance SRP	<ul style="list-style-type: none"> • Software updates • 8 am - 9 pm ET Support • 10 day RMA
Hardware Warranty	<ul style="list-style-type: none"> • \$595 AG 2000 series • 8% SRP other AG appliances 	<ul style="list-style-type: none"> • 10 day RMA

Appliance Maintenance & Hardware Warranty

Membership

Appliance Maintenance and Hardware Warranty can be purchased with Citrix hardware products such as NetScaler, Branch Repeater and Access Gateway. Members renew annually in order to continue receiving all program benefits. Expired memberships cannot be renewed.

Software Updates

An active Appliance Maintenance entitles you to take advantage of the latest software versions released for your appliance. These releases help you leverage the latest software technology to optimize your appliance performance.

Technical Support

Contact certified Citrix Support Professionals to resolve issues with your appliances.

RMA

In the unlikely event of an appliance failure, our certified Citrix Support Professionals will help you initiate an appliance replacement request.

² Pricing subject to change without notice.

Renewal Made Easy

Citrix Worldwide

Citrix Customer Service

T +1-800-4-CITRIX
T +1 800-424-9749

Worldwide headquarters

Citrix Systems, Inc.
851 West Cypress Creek Road
Fort Lauderdale, FL 33309
USA
T +1 800 393 1888
T +1 954 267 3000

Regional headquarters

Americas

Citrix Silicon Valley
4988 Great America Parkway
Santa Clara, CA 95054
USA
T +1 408 790 8000

Europe

Citrix Systems International GmbH
Rheinweg 9
8200 Schaffhausen
Switzerland
T +41 52 635 7700

Asia Pacific

Citrix Systems Hong Kong Ltd.
Suite 3201, 32nd Floor
One International Finance Centre
1 Harbour View Street
Central
Hong Kong
T +852 2100 5000

Citrix Online division

5385 Hollister Avenue
Santa Barbara, CA 93111
USA
T +1 805 690 6400

www.citrix.com

Three easy ways to renew your Citrix Maintenance Program memberships

Contact your trusted Citrix Partner

Our certified business partners can add value to your renewal event by assessing your current environment, helping you manage your licenses and ensure you renew timely.

Perform a self-service membership renewal at www.MyCitrix.com

MyCitrix.com is available 24x7 to all program members.

Log on and select 'Manage My Renewals' from the 'My Tools' toolbox menu to get started.

Contact Citrix Customer Service

Customer service is available to assist you with any questions on Subscription Advantage, Appliance Maintenance or Hardware Warranty programs.

USA & CANADA

Hours of operations: Monday - Friday from 7 am - 9 pm

800-4-CITRIX (800-424-8749), select Option 2

Email: customerservice@citrix.com

Web: www.citrix.com/CustomerService

LATIN AMERICA AND CARIBBEAN

Hours of operations: Monday - Friday from 7 am - 7 pm

Email: customerservice-lac@citrix.com

Web: www.citrix.com/CustomerService

Online tools to manage and fulfill program benefits are accessible 24/7 at www.citrix.com



About Citrix

Citrix Systems, Inc. (Nasdaq:CTXS) is the global leader and the most trusted name in application delivery infrastructure. More than 200,000 organizations worldwide rely on Citrix to deliver any application to users anywhere with the best performance, highest security and lowest cost. Citrix customers include 100% of the Fortune 100 companies and 99% of the Fortune Global 500, as well as hundreds of thousands of small businesses and prosumers. Citrix has approximately 7,680 channel and alliance partners in more than 100 countries. Annual revenue in 2007 was \$1.4 billion.

Notice: Citrix Systems, Inc. (Citrix) makes no representations or warranties with respect to the contents or use of this publication. Citrix specifically disclaims any express or implied warranties, merchantability or fitness for any particular purpose. Citrix reserves the right to make any changes in specifications and other information contained in this publication without prior notice and without obligation to notify any person or entity of such revisions or changes. © 2008 Citrix Systems, Inc. All rights reserved. Citrix® is a trademark of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark Office and in other countries. All other trademarks and registered trademarks are property of their respective owners.