



Customer Success Services (CSS)

Maintenance and support packages for Citrix products:

Feature	Core	Enterprise	Priority
Technical Support			
Available Support	Phone, Web, Chat	Phone, Web, Chat	Phone, Web, Chat
Response Times¹			
Severity 1	30 minutes	<15 minutes	<15 minutes
Severity 2	2 business hours	30 minutes	30 minutes
Severity 3	8 business hours	4 business hours	4 business hours
Severity 4	8 business hours	4 business hours	4 business hours
Restoration Targets¹			
Severity 1 Non-platform	N/A	<6 hours	<6 hours
Configuration Support²			
Technical troubleshooting assistance	●	●	●
Assistance with issues encountered during product configuration, installation, and upgrades	●	●	●
Scheduled support to assist with implementations, migrations, and updates			40 hours per year
Priority Queuing, Critical Situation Management, and more¹			
Direct access to Priority support engineers for faster issue resolution		●	●
Critical situation management to own and expedite remediation for Severity 1 issues		●	●
Root cause analysis to prevent problems from recurring		Severity 1	Severity 1
Technical Account Management			
Assigned technical account management			●
Self-paced Technical Training			
Access to catalog of self-paced technical training content	●	●	●
Self-Service Support and Success Resources			
Access to the Citrix Knowledge Center	●	●	●

Legal Disclaimers and Program Terms

For a complete overview of the Citrix support services delivery, resources and program guidelines and terms, please review the [Worldwide Support Service Guide](#).

As part of your agreement, Citrix may audit license compliance as further described in the product documentation and Worldwide Support Service Guide. This requirement does not apply to the extent prohibited by law or regulation.

Citrix reserves the right to make updates to its maintenance and support packages and requirements, at its sole discretion, from time to time, as business needs require. The relevant web pages will be updated with respect to any updates as of their effective date.

¹Response Times

Citrix provides 24/7/365 for Severity 1 issues only. 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 (8am-6pm) as per regions listed in the Worldwide Support Services Guide.

²Configuration Support

Configuration support provides general guidance and assistance during product installation, upgrades, or configurations. Customers who require additional assistance for requirements like personalized design and implementation assistance should work with their Citrix account team or Partner to explore professional services options.

Availability and Lifecycle

CSS packages are 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. For support on End of Life products, please contact [Citrix Sales](#). Certain products are not eligible for End of Life support, and a separate contract is required.

