

Citrix Standard Support

Citrix Standard Support is the Maintenance and support package included with the Citrix products.

Citrix Standard Support

Support and Maintenance

24/7/365, Unlimited Technical Support	✓
Severity One Target Response Time	30 min
Severity Two Target Response Time	2 hours
Severity Three Target Response Time	8 hours
Severity Four Target Response Time	8 hours
Severity One Target Restoration Time	NA
Live Chat	✓

Configuration Assistance

Technical troubleshooting assistance	✓
Assistance with issues encountered during product configuration, installation, and upgrades	✓

Technical Enablement & Support resources

On-demand technical training	✓
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.

Response Times

Citrix provides 24/7/365 for Severity 1 issues only.. 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](#).

Configuration 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. Availability and Lifecycle support 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.



Enterprise Sales

North America | 800-424-8749

Worldwide | +1 408-790-8000

Locations

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

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

© 2024. Cloud Software Group, Inc. All rights reserved. Citrix and the Citrix logo are trademarks or registered trademarks of Cloud Software Group, Inc. or its subsidiaries in the United States and/or other countries. All other product and company names and marks in this document are the property of their respective owners and mentioned for identification purposes only.

05Mar2024