

Customer Success Packages for Perpetual Licenses

For Citrix Virtual Apps and Desktops customers with perpetual licenses and Application Delivery and Security subscriptions.

Feature	Select	Priority	Priority Plus
Access to software updates and/or code releases	●	●	●
Access to Citrix Virtual Apps and Desktops Long Term Service Release . Learn More	●	●	●
Unlimited support via phone, web, and live chat and an unlimited number of technical contacts to open and manage cases	●	●	●
Installation and configuration assistance to provide general guidance with problems		●	●
Best-in-class severity 1 response time target ¹	30 min response time	<15 min response time	<10 min response time
Severity 1 fastest restoration target ¹			
Non-platform		<6 hours	<4 hours
Cloud platform uptime availability in any 30-day calendar period. Learn More	●	●	●
Select Learning Subscription featuring on-demand training to build and sharpen your skills and solve problems fast	●	●	●
Success planning tools and resources to create a personalized plan, accelerate your project, measure progress, and ultimately drive usage to help you realize the full value of your workspace	●	●	●
Hardware Maintenance ² Choose a Hardware Maintenance option (required with App Delivery and Security subscriptions only)	With Hardware Maintenance Add-on: Hardware Maintenance - Standard: 1-business day or Hardware Maintenance - Expedited: 4 hours		
Assigned technical account management to understand your environment, business and technology objectives, and ensure optimization of your Citrix solutions		●	●
Priority Queue with direct access to Priority Support Engineers for faster issue resolution ¹		●	●
Environment supportability and operational review to minimize risk and downtime through proactive insights		●	●
Critical Situation Management to own and expedite remediation for severity 1 issues		●	●
Scheduled Support for change events to assist with implementations, migrations, and updates		40 hours	80 hours
Customizable add-on packages aligned to your business objectives, with a hand-picked team of Citrix experts focused on your success			●
Executive level sponsor to act as your advocate and ensure your requirements and issues are dealt with promptly			●
Root Cause Analysis to prevent problems from re-occurring		Severity 1	Severity 1 and 2

Legal Disclaimers and Program Terms:

For a complete overview of our Customer Success Services packages and requirements, please review the [Worldwide Support Services Guide](#). Citrix reserves the right to make updates to its Customer Success Services packages and requirements, at its sole discretion, from time to time, as business needs require. The relevant Citrix 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. 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 (8am-6pm) as per regions listed in the Worldwide Support Services Guide.
²Hardware Maintenance	<p>Hardware Maintenance 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. Hardware Maintenance options include:</p> <ul style="list-style-type: none"> • Hardware Maintenance, Standard - Ships within 1 business day after issuing the RMA number. • Hardware Maintenance, Expedited - 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>Hardware Maintenance, Expedited Program Criteria:</p> <p>With Expedited Hardware 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.</p> <p>Customer must submit the physical address of the Product with Expedited Hardware Maintenance 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 Hardware Maintenance.</p>
License Compliance	<p>As part of your agreement, you agree to allow Citrix to audit your license compliance pursuant to the license compliance terms explained in the Citrix License Compliance Center. You understand that Citrix License Server collects and reports limited license telemetry to Citrix for on-premises product licenses to support license compliance. For those licenses, Citrix requires that you transition to License Server Version 11.17.2 Build 40000 by March 31, 2023, and subsequent new License Server versions within 6 months of release of each new Version. License Server license collection and reporting (electronic or manual) must be active for License Server Version 11.17.2 Build 40,000 and beyond. Unless you have elected manual reporting, you agree to adjust your firewalls as necessary to allow electronic license reporting. For a detailed explanation of the license telemetry functionality and reporting obligations, see the License Server product documentation. These requirements do not apply to the extent prohibited by law or regulation.</p>

All-in-Rule	<p>In order to receive CSS benefits, customers must have active CSS for 100% of its licenses. This is known as the “All-in Rule.”</p> <p>Partial CSS coverage is not permitted. 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,</p> <p>Citrix reserves the right to suspend CSS benefits and invoice a customer for any underpaid CSS fees for compliance violation(s).</p>
Priority Service Level Compliance	<p>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)*</p> <p>*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.</p>
Consulting Services	<p>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.</p>
Availability and Lifecycle	<p>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.</p>
Pricing	<p>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. Reinstatement of expired Maintenance is offered only at the sole discretion of Citrix. If offered, reinstatement and recovery charges may apply.</p>



Enterprise Sales

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Locations

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

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