

[Support](#)[Downloads](#)[Documentation](#)[Community \(https://com](#)[Log in](#)[Citrix.c](#)

## Support Coverage, Resolution and Response Times

### Title

Support Coverage, Resolution and Response Times

### URL Name

CTX459919-support-coverage-resolution-and-response-times

### CTX Number

CTX459919

### Article Type

Reference

### Created Date

1/Jun/2022

### Last Modified Date

16/Jul/2024

### Information

This article is part of the (Legacy) Worldwide Support Services Delivery Guides, which focuses on delivery of support services. Please go [here \(https://support.citrix.com/article/CTX318051\)](https://support.citrix.com/article/CTX318051) to view the latest guides updated in 2024.

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.

## Table of Contents

1. [Support Coverage](#)
2. [Resolution Times and Response Times](#)

### Support Coverage

Support coverage is provided based on a customers selected support package and incident severity level. Please see below for the breakdown by package and severity. Note: Severity is determined jointly by the customer and Citrix. For more information on Severity Levels, see the [Resolution Times and Response Times \(https://support.citrix.com/article/CTX321061#Eleven\)](https://support.citrix.com/article/CTX321061#Eleven) section.

#### Customer Success Services (CSS)

- CSS Core, Advanced, and Select provide Business Hours support and 24/7/365 for Severity 1 issues only.
- CSS Priority, Priority Plus or TRM receive 24/7/365 for Severity 1 and Severity 2 and Business Hours for all other issues.

#### Appliance Maintenance & Hardware Maintenance

- Bronze and Silver provide Business Hours support only.

Was this page helpful?



Start Chat



- Gold/Gold Plus and Standard/Expedited provide 24/7/365 for Severity 1 and Business Hours for all other issues.
- Priority, Priority Plus or TRM with Gold, or TRM with Gold Plus are entitled to 24/7/365 for Severity 1 and Severity 2 and Business Hours for all other issues.

## 24/7/365 and Business Hours Support

- **24/7/365:** Provides assistance for Severity 1 issues for all package level offerings. CSS Priority, Priority Plus, TRM with Gold, or TRM with Gold Plus customers receive 24/7/365 for Severity 1 and Severity 2 issues.
- **Business Hours:** Provides assistance for Severity 2 and all other issues, during region's local business hours of customer's registered Citrix Account Org ID, Monday - Friday excluding local public holidays.  
For example, customer with registered Citrix Account Org ID registered in America's region will be supported during America's business hours only.

**Note:** [How to find your Citrix Account Org ID \(https://support.citrix.com/article/CTX200149\)](https://support.citrix.com/article/CTX200149)

## Business Hours per Region (8 a.m. - 6 p.m.)

Business hours support is provided as listed below for each region.

### Americas

- **Americas, EST:** USA (EST), USA (CST), Latin America, Central America, Canada (EST)
- **Americas, PST:** USA including Hawaii (PST), USA (MST), Alaska, Canada (MST)

### EMEA

- **EMEA West GMT:** Benelux Region, France Region, Iberia Region, Italy Region, Denmark Region, Finland Region, Norway Region, Sweden Region, UKI Region, South Africa, West Africa
- **Europe East/Middle GMT+3 (TRT):** Czechia Slovakia Hungary, Israel, Poland, Southern Eastern Europe, Bahrain, Russia, East Africa (Egypt), UAE, Saudi Arabia

### APJ

- **India GMT+6:** India, Sri Lanka, Pakistan, Bangladesh, Thailand, Indonesia
- **East Asia GMT+8:** China, Hong Kong, Taiwan, Singapore, Western Australia (Perth), Japan, South Korea
- **ANZ GMT+11:** Eastern Australia, New Zealand

**Note:** Time zones may vary based on countries that observe daylight savings time (DST).

## Resolution Times and Response Times

Citrix Technical Support provides a range of targeted response depending on the urgency of your issue. We do not guarantee resolution times—with no exceptions—given environmental nuances that can impact infrastructure products. For a complete list please refer to the table for initial response times:

Initial Response Times						
	CSS Core	CSS Advanced	CSS Priority	CSS Priority Plus	CSS Select	Appliance Maintenance X

Was this page helpful? ★ ★ ★ ★ ★



Start Chat



<b>Severity 1</b>	30 minutes	<30 minutes	<15 minutes	<10 minutes	<30 minutes	1 Hour
<b>Severity 2</b>	2 Business Hours	2 Business Hours	30 minutes	<30 minutes	2 Business Hours	4 Hours
<b>Severity 3</b>	8 Business Hours	6 Business Hours	4 Business Hours	4 Business Hours	8 Business Hours	24 Hours
<b>Severity 4</b>	8 Business Hours	8 Business Hours	4 Business Hours	4 Business Hours	8 Business Hours	5 Business Days

Support Severity Levels	
<b>Severity 1 Logged by Phone</b>	<p><b>Severity 1 - Critical Outage: Halts Operations with Financial Impact or relates to a high-risk security issue. No Workaround exists.</b></p> <ul style="list-style-type: none"> <li>Conditions that severely impact the primary functionality of the product, halts your business operations creating significant financial and no workaround exists.</li> <li>Issue occurs with high frequency or duration and could require drastic measures to restore services.</li> <li>There is a high-risk security issue, as determined by Citrix.</li> </ul> <p><b>Return Material Authorization (RMA) Shipment for Hardware Units</b></p> <ul style="list-style-type: none"> <li>Bronze: 10 days</li> <li>Gold/Silver and Standard: Next business day</li> <li>Gold Plus and Expedited: Delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center Customer Participation in Resolution You have a dedicated resource available to work with the Citrix team while the issue is being investigated. Ongoing Customer Communication Every day until situation stabilized (workaround; date for private); updates thereafter at customer agreed upon intervals.</li> </ul> <p><b>Customer Participation in Resolution</b></p> <p>You have a dedicated resource available to work with the Citrix team while the issue is being investigated. Ongoing Customer Communication Every day until situation stabilized (workaround; date for private); updates thereafter at customer agreed upon intervals.</p> <p><b>Ongoing Customer Communication</b></p> <p>Every day until situation stabilized (workaround; date for private); updates thereafter at customer agreed upon intervals.</p> <p><b>Severity 1 Restoration Targets for Customer Success Services – Priority and Priority Plus</b></p> <ul style="list-style-type: none"> <li>Cloud platform uptime availability in any 30-day calendar period. <a href="https://docs.citrix.com/en-us/citrix-cloud/overview/service-level-agreement.html">Learn More (https://docs.citrix.com/en-us/citrix-cloud/overview/service-level-agreement.html)</a>.</li> <li>Non-Platform Restoration Target: <ul style="list-style-type: none"> <li>Priority: Severity 1 &lt;6hr</li> <li>Priority Plus: Severity 1 &lt;4hr</li> </ul> </li> </ul>

Was this page helpful? ★ ★ ★ ★ ★



Start Chat

<b>Severity 2</b> <b>Logged by</b> <b>Phone, Chat</b> <b>and Web</b>	<p><b>Severity 2 – Production Impact: Service is highly degraded and impacts the ability to deliver services. No reasonable workaround exists.</b></p> <ul style="list-style-type: none"> <li>• Situations that cause a high impact to large portions of business operations, services are degraded to the point of major impact on usage preventing critical documented functions from working as expected.</li> <li>• Workarounds may be available, but not scalable.</li> <li>• Productivity is impacted or A major project milestone is at risk.</li> </ul> <p><b>Return Material Authorization (RMA) Shipment for Hardware Units</b></p> <ul style="list-style-type: none"> <li>• Bronze: 10 days</li> <li>• Gold/Silver and Standard: Next business day</li> <li>• Gold Plus and Expedited: Delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center</li> </ul> <p><b>Customer Participation in Resolution</b></p> <p>Will have resource(s) identified to work with Citrix, upon request, to support remediation (run debug tools, apply potential fixes/ workarounds, etc.). Timing of response to requested actions commensurate with that provided by Citrix, unless there is a mutually agreed upon deviation.</p> <p><b>Ongoing Customer Communication</b></p> <p>Every 2 business day updates until situation stabilized. Updates thereafter at customer agreed upon intervals.</p>
<b>Severity 3</b> <b>Logged by</b> <b>Phone, Chat</b> <b>and Web</b>	<p><b>Severity 3 - System Impaired: Features or functionality are impaired, but users can still leverage the service.</b></p> <ul style="list-style-type: none"> <li>• The issue has an impact on administration, maintenance, operation or other secondary functions or a major issue for which a temporary work around is available.</li> <li>• There's a reduction in the software capacity, but still able to handle expected load. With available workarounds, functionality and operations are impaired but can continue with some restrictions.</li> <li>• Some operational impairment but users can continue to operate.</li> </ul> <p><b>Return Material Authorization (RMA) Shipment for Hardware Units</b></p> <ul style="list-style-type: none"> <li>• Bronze: 10 days</li> <li>• Gold/Silver and Standard: Next business day</li> <li>• Gold Plus and Expedited: Delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center</li> </ul> <p><b>Customer Participation in Resolution</b></p> <p>Will have resource(s) identified to work with Citrix, upon request, to support remediation (run debug tools, apply potential fixes/ workarounds, etc.). Timing of response to requested actions commensurate with that provided by Citrix, unless there is a mutually agreed upon deviation.</p> <p><b>Ongoing Customer Communication</b></p> <ul style="list-style-type: none"> <li>• Every 5 business days until resolution (or date for final fix) delivered to customer. Updates provided every 2 weeks thereafter, with customer approval.</li> </ul>



Was this page helpful? ★ ★ ★ ★ ★



Start Chat



<b>Severity 4 Logged by Phone, Chat and Web</b>	<b>Severity 4 – General Guidance: General usage or configuration questions. No business or production impact.</b> <ul style="list-style-type: none"><li>• Question or issue that does not impact the systems functions and doesn't affect the system's ability to deliver expected services to end-users.</li><li>• Includes routine technical queries such as usage, configuration, navigation and, feature related questions.</li><li>• Minimal or no impact on business operations.</li><li>• "How to" questions regarding features/functionality</li><li>• Minor errors in documentation</li></ul> <b>Return Material Authorization (RMA) Shipment for Hardware Units</b> <ul style="list-style-type: none"><li>• Bronze: 10 days</li><li>• Gold/Silver and Standard: Next business day</li><li>• Gold Plus and Expedited: Delivery within 4 hours after Citrix authorizes the issuance of a replacement Product from the Service Center</li></ul> <b>Customer Participation in Resolution</b> <p>Will have resource(s) identified to work with Citrix, upon request, to support remediation (run debug tools, apply potential fixes/ workarounds, etc.). Timing of response to requested actions commensurate with that provided by Citrix, unless there is a mutually agreed upon deviation.</p> <b>Ongoing Customer Communication</b> <p>Bi-weekly update until resolution (or date for resolution) provided to customer. Updates provided monthly thereafter, with customer approval.</p>
---	---

### Additional Resources

For more information on Citrix support services delivery, resources, and program guidelines, please review the full contents of the [Worldwide Support Services Delivery Guide](https://support.citrix.com/article/CTX318051) (<https://support.citrix.com/article/CTX318051>).

## Looking to review your services benefits:

- Subscription customers, go [here](http://www.citrix.com/cloud) (<http://www.citrix.com/cloud>).
- Perpetual customers, go [here](https://www.citrix.com/support/programs/) (<https://www.citrix.com/support/programs/>).

### Disclaimer

 [Site feedback](#)

FOLLOW CITRIX

    
(<https://twitter.com/citrix>) (<https://www.linkedin.com/company/citrix>) (<https://www.facebook.com/citrix>)



[Legal](https://www.cloud.com/legal) (<https://www.cloud.com/legal>) |

[Do Not Sell My Personal Information](https://www.cloud.com/do-not-sell-my-information) (<https://www.cloud.com/do-not-sell-my-information>) |

[Cookie Preferences](#)

 **Start Chat**

Was this page helpful? ★ ★ ★ ★ ★ © 2024 Cloud Software Group, Inc. All rights reserved.