

Citrix Support Services for Endusers



Citrix Software Support

Preferred PLUS Platinum	TRM 24x7 Coverage Up to 6 Named Contacts Up to 75 Incidents	Web Support Webcast Newsletters 1 Region	\$89,000.00 Citrix Consulting Citrix Education	+	Additional Region \$40,000.00 Additional Contact \$500.00
Preferred PLUS	TRM 24x7 Coverage Up to 6 Named Contacts Up to 75 Incidents	Web Support Webcast Newsletters 1 Region	\$60,000.00	+	Additional Region \$40,000.00 Additional Contact \$500.00
Preferred PLUS Standard	TRM Standard Coverage Up to 4 Named Contacts Up to 50 Incidents	Web Support Webcast Newsletters 1 Region	\$40,000.00	+	Additional Region on request Additional Contact \$500.00
Preferred Extend	SAM 24x7 Coverage Up to 4 Named Contacts Up to 50 Incidents	Web Support Webcast Newsletters 1 Region	\$25,000.00	+	Additional Region \$5,000.00 Additional Contact \$500.00
Preferred 25	SAM Standard Coverage Up to 2 Named Contacts Up to 25 Incidents	Web Support Webcast Newsletters 1 Region	\$7,500.00	+	Additional Region \$1,500.00 Additional Contact \$500.00

Citrix Software Support - XenServer stand alone

Preferred XenServer	SAM Standard Coverage Up to 2 Named Contacts Up to 5 Incidents Standard/ Enterprise Edt	Web Support 1 Region	\$1,500.00	+	Additional Region/ Contact \$500.00/ \$500.00 Additional Incidents starting @ \$1,500.00 Additional TRM Services \$40,000.00
Preferred XenServer Extend	SAM 24x7 Coverage Up to 4 Named Contacts Up to 5 Incidents Standard/ Enterprise Edt	Web Support 1 Region	\$3,000.00	+	Additional Region/ Contact \$1,000.00/ \$500.00 Additional Incidents starting @ \$2,500.00 Additional TRM Services \$40,000.00

Citrix Hardware Support*

Bronze	Standard Coverage Up to 2 Named Contacts Unlimited Incidents RMA ships within 10 days	Web Support 1 Region	10% of product price*	+	Additional TRM Services \$ 60,000.00
Silver	Standard Coverage Up to 4 Named Contacts Unlimited Incidents RMA ships within 1 day	Web Support 1 Region	14% of product price*	+	Additional TRM Services \$ 60,000.00
Gold	24x7 Coverage Up to 4 Named Contacts Unlimited Incidents RMA ships within 1 day	Web Support 1 Region	18% of product price*	+	Additional TRM Services \$ 60,000.00

*may vary depending on the hardware product; no contract required, T&C are delivered with unit