

Enterprise Support Plans

Mozilla Firefox | October 2025

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Firefox
Enterprise
by Mozilla



Introduction to Support

Mozilla is committed to keeping your teams productive and secure on Firefox Enterprise. This Support Plan defines how we support your authorized IT administrators, including how to file a ticket, the channels and hours provided by each of our two support plans, and our response-time commitments.

It covers self-help content, reporting and responding to incidents, and enterprise deployment and configuration of managed Firefox in supported environments. This Support Plan may be updated from time to time.

Whether your enterprise is looking for self-serve guidance or responsive service-desk support providing high-touch care, Mozilla provides support plans designed to meet your operational needs and help your organization succeed with Firefox Enterprise.

Firefox Enterprise Support Plans

Free End User Support

Self-Guided Resources and Community Support Forums

Standard Support Plan

Active Support to Provide Responsive Expert Guidance and Advice



Free End User Support

Put your company on the path to success with free, easily-accessible Firefox Enterprise documentation and community forum support.

Firefox Enterprise end user knowledge base

Unlock the end user features and capabilities of the Firefox Enterprise browser with self-serve access to the Firefox Enterprise end user knowledge base and other resources.

Firefox community support forums

Ask questions, receive answers, and learn from other Enterprise users and Mozilla community members in the Firefox Community support forums.



Standard Support Plan

Take your enterprise browser capabilities to the next level with the Firefox Enterprise browser's advanced privacy, security, and reliability features. The Standard Support Plan includes access to everything in the Free End User Support Plan, plus a responsive support service desk and detailed onboarding, operational, and integration support that will help your IT team get the most out of your enterprise browser.

Onboarding and integration support

Partner with Mozilla experts and receive access to our resource library to make onboarding fast and align your Firefox implementation with your organization's business needs.

Detailed documentation and resources for IT teams

Access to Mozilla's technical support documentation and resources for your IT teams and other designated authorized support contacts.

Private support channel

Get fast, effective expert technical support through case submission and email during business hours. You can open private help tickets directly with expert support staff and Firefox engineers. Issues are triaged by severity level, with defined response times and clear escalation paths to ensure timely resolution.

Strategic collaboration

Gain early insight into upcoming development and help shape the Firefox Enterprise roadmap through direct collaboration with Mozilla's team.



	Free	Standard
End user Knowledge Base	✓	✓
Community Support Forums	✓	✓
Onboarding and Integration Assistance		✓
Technical Support from Help Desk		✓
Access to Dedicated Client Success Point of Contact		✓
Regular Business Reviews		✓
Technical Support Response Details* *Full severity-based response times listed in Ticket Severity Criteria and Examples section		- Available: 09:00 - 17:00 CET - Response: 4 business hours for business-halting issues - Cases submitted online or through email
Business Reviews with Success Managers		- 2 times per year
Custom Engineering Development Work	N/A	- 20% discount for Standard Support Plan subscribers** **Custom engineering work such as feature development is not included in Support plans but may be sold as a separate SKU.



Firefox Enterprise Support Operations Details

Who we support - Firefox Enterprise Support is provided to up to 5 members of the customer organization who are designated as authorized support contacts by the customer organization (e.g., IT administrators, deployment/deployment engineers, security/compliance owners) and are responsible for managing Firefox in the customer environment.

Purpose - Our goal is to deliver fast, expert assistance for deployment, configuration & policy enforcement, enterprise integrations (e.g., SSO/IdP, proxy/PKI, extensions), updates/channel management, and product troubleshooting including management of security, rendering, and performance issues for the Firefox browser.

How to engage - Tickets may be submitted by authorized support contacts via the Firefox Enterprise support portal. Mozilla may request logs, policy exports, and other technical information to validate and resolve issues.

End user posture - Mozilla does not provide ticketed end user helpdesk services. End users are supported by the knowledge base and community support forums in the End User Support Plan. For the Standard Support Plan, end users are supported by the Customer's IT organization and also have access to end user knowledge base and product documentation.

Hours of Operation

Mozilla will provide support from 09:00 - 17:00 Central European Time (CET), Monday through Friday, excluding [EU public holidays](#).

Support Language

Firefox Enterprise Support will be provided in English only. Other language coverage requests may be reviewed based on demand and feasibility.

Contact Information

Support issues and service requests may be created directly via our Firefox Enterprise support portal at <https://support.mozilla.org/>.



Response and Resolution - Definitions, Commitments, and Details

Response Time: The elapsed time from ticket creation in Mozilla's support system to the first human acknowledgement by a qualified support agent, measured within the Customer's entitled coverage window. Automated receipts do not constitute acknowledgement.

Workaround Time: The elapsed time from acknowledgement to provision of a documented workaround that restores the affected business function to a materially acceptable operating state, subject to Customer implementation and confirmation.

Ticket Closure or Incident Closure: Ticket Closure or Incident Closure occurs when (i) a fix is deployed and verified by the Customer; or (ii) a documented workaround is accepted and the business function is restored with any remaining follow-ups tracked outside the incident; or (iii) the request is reclassified (e.g., feature request, duplicate, out-of-scope) and communicated to the Customer.

Note: Mozilla does not commit to specific workaround or closure times. Mozilla will use commercially reasonable efforts, in good faith and within the applicable coverage window, to promptly diagnose issues, provide mitigation where available, and pursue resolution; for Severity 1 incidents, Mozilla will provide a written Root Cause Analysis (RCA) following workaround or closure.

Ticket Severity Criteria and Examples

Standard Support Plan				
Sev.	Criteria	Example	Ticket Type	Response Time
1	Customer's Firefox production environment is down, or a mission-critical function is unavailable with no viable workaround. Security/privacy incident with potential data exposure, credential risk, or regulatory breach, including zero-day incidents.	Firefox Enterprise will not launch or authenticate for a broad user cohort; no viable rollback path. Certificate/PKI break (e.g., TLS client cert handling) prevents access to regulated systems; no workaround. Emergency security incident with credible exploitation risk (e.g., actively exploited vulnerability affecting customer).	Incident	4 business hours



		Credible indicators of a new, unpatched security defect (e.g., coordinated reports, exploit telemetry) pending confirmation.		
2	Key functionality degraded or recurrent failures that materially hinder work, but a workaround exists (or business can continue at reduced capacity) affecting multiple users/teams or a critical workflow; not a full outage.	Extension control or site-isolation policy misbehaves for a department; temporary policy tweak restores function. Post-update regression breaks a subset of managed SaaS sites; channel pin/rollback mitigates impact.	Incident Configuration or Deployment Request	1 business day
3	Non-critical Firefox issue, minor defect, or customer integration/deployment question; workaround available or limited scope.	Clarification request on policy precedence or recommended settings; no user impact. Non-blocking UI defect or localization issue; simple workaround available. Documentation gap or KB correction request.	Incident Configuration or Deployment Request Access and Entitlement or Administrative	2 business days

Scope of Support

Hardware Supported

Mozilla provides support for devices that meet the system requirements of the latest Firefox or Firefox ESR releases. Examples of Firefox system requirements can be found [here](#) and [here](#).

Configuration Management

In order to successfully deploy Firefox for Enterprise, customer environments will need a configuration management solution that can deploy software packages to devices.

Software solutions such as Microsoft Intune, System Center Configuration Manager, JAMF's JAMF Pro, Fleet DM, Chef and Puppet are common configuration management platforms that will allow you to deploy Firefox for Enterprise to your managed end users. You may update your clients using the built-in Firefox update feature or a third party software management solution of your choice.



Customer IT teams should reference the deployment guide for instructions on how to set up and deploy Firefox for their organization.

Software Packages Supported

Software install packages support includes:

1. macOS - DMG and PKG installers
2. Windows - MSI and EXE installers
3. Linux - Handled on a case by case basis.

The Firefox ESR and release channels are both supported on their latest major versions.

Support may not be available if the customer does not satisfy the minimum hardware, software, and configuration requirements.

Support Procedures

Ticket Types

Mozilla classifies inbound requests into the following categories for routing and response time application:

1. **Incident:** A malfunction or service degradation in the Firefox Enterprise browser, including (by example) authentication/SSO failures, certificate/PKI issues, proxy or network interoperability, policy enforcement, extension management, launch failures, performance degradation, crashes, or regressions. Incidents are eligible for Severity S1-S3 based on business impact (as defined in Severity Criteria table). Security incidents are treated as Incidents and may be classified S1 at Mozilla's discretion.
2. **Configuration or Deployment Request:** Requests for assistance that do not require code changes, including policy design and precedence, GPO/MDM profile tuning, managed update channels, silent install, rollback/pinning, and deployment best practices. Configuration or Deployment Requests are eligible for Severity S2-S3.
3. **Access and Entitlement or Administrative:** Requests to manage portal access, authorized contacts, roles/permissions, and account entitlements; and to update administrative/billing contacts. Access & Entitlement or Administrative requests are eligible for Severity S3 only.

Misclassification & Exceptions:



If a submission labeled as a Support request is actually a Feature request, Mozilla may reclassify it as a Support request. If a Feature Request actually describes a Support Request, Mozilla may reclassify it as such and the applicable response time goals will apply.

Note(s):

1. Mozilla may apply internal sub-categories for routing and reporting (e.g., Auth/SSO, Certificates/PKI, Proxy/Network, Extensions, Performance, Crash, Release/Channel, Security, Compliance/Data, Access/Admin). These sub-categories do not change the response time applicable to the ticket.
2. Product Feedback / Feature Requests: Suggestions for new features or integrations are logged for Mozilla product team consideration and are out of scope for Support Plans.

Type	Scope	Severity	Required ticket information
Incident	A malfunction or service degradation in the Firefox Enterprise browser	S1 - S3	• Subject • Description • Firefox version • Operating system (with version) • Category • Software environment details • Steps to reproduce • Browser log • Hardware details • Severity level
Configuration or Deployment Request	Requests for assistance that do not require code changes	S2 - S3	• Subject • Description • Firefox version • Operating system (with version) • Category • Software environment details • Severity level
Access and Entitlement or Administrative	Requests to manage portal access, authorized contacts, roles/permissions, and account entitlements	S3	• Subject • Description • Category • Software environment details • Severity level

Product Feedback or Feature Requests (Out of Scope for Support)

Out of Scope for Support Agreement - Feature Requests are outside the scope of this Support Plan, including response time commitments or any workaround or resolution targets. For the



convenience of our Customers, Mozilla will allow Customers to submit Feature Requests using the Support Request form as outlined below.

Feature Request / Product Feedback includes any requests for new or enhanced functionality, user experience changes, or integrations that do not address a current service malfunction.

Submitting a Product Feedback, Feature Request, or Request for Custom Development or other Professional Services - Customers may submit Product Feedback, Feature Requests, requests for custom engineering development, or professional development requests via Mozilla's Enterprise ticketing process by selecting the "Product Feedback or Feature Request" option, contacting the Customer's assigned Customer Success point of contact, or directly emailing the Mozilla Firefox Enterprise team. These requests, which are outside the scope of this Support Plan, will be evaluated by the Enterprise product team and may be sold as a separate SKU.

Misclassification & Exceptions:

If a submission labeled as a Support request is actually Product Feedback or a Feature Request, Mozilla may reclassify it as a Feature Request and reroute it appropriately. If a Feature Request actually describes a Support Request (e.g. an S1 incident), Mozilla may reclassify it as such, reroute it to support channels, and the applicable response time goals will apply.

Customer Obligations

1. **Authorized Support Contacts.** Customer will identify up to 5 Authorized Support Contacts to open/manage tickets and keep this list current; Mozilla may redirect end users to Customer's Authorized Support Contacts.. Customer may contact Mozilla to update Authorized Support Contacts by submitting a support request as long as the total number of Authorized Contacts for that Customer does not exceed 5.
2. **Supported Environment.** Customer will maintain a supported deployment as outlined in the [Scope of Support](#) section above and follow Mozilla's deployment guidance.
3. **Ticket Quality & Artifacts.** For each ticket, Customer complete all required fields and provide relevant supporting data and documentation (such as logs, crash IDs, policy exports (ADMX/JSON/MDM), screenshots/HAR files, and environment details).
4. **Severity Validation.** Customer will select a provisional severity; Mozilla may reclassify (up or down) based on business impact and workaround availability.
5. **Availability & Cooperation.** Customer will ensure timely participation of knowledgeable staff and decision-makers and will be reachable for all cases during the applicable coverage window.



6. **Workarounds & Changes.** Customer will review and, where acceptable, implement documented workarounds/mitigations or configuration changes, including rollback/pinning, to restore service while a permanent fix is pursued.
7. **Stop-the-Clock Conditions.** Response and any other timers pause while Mozilla awaits Customer artifacts, Customer approvals (e.g., change control), or action by third parties (e.g., IdP, network, OS vendor) outside Mozilla's reasonable control.
8. **Access & Security.** Customer will provide secure access needed for troubleshooting (e.g., test accounts, non-production tenants), keep credentials secure, and comply with Mozilla's secure data-transfer instructions for diagnostic materials.
9. **Version & Lifecycle.** Customer will apply critical updates within a reasonable period and retire unsupported OS/browser versions in line with Mozilla's lifecycle policy.
10. **Third-Party Dependencies.** Incidents rooted in third-party services (e.g., IdP, proxy, security agents) must be worked by the Customer in parallel with the relevant vendor; Mozilla will provide reasonable collaboration but is not responsible for third-party remediation.
11. **Scope & Fair Use.** Requests for new features, custom engineering, or professional services are out of scope for Support and may be sold under a separate SKU.