



Firefox Enterprise

by Mozilla

FIREFOX PROFESSIONAL SUPPORT

Support Plans

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Introduction to Support

Mozilla helps organizations deploy, manage, and operate Firefox with confidence. Firefox Professional Support gives enterprise IT teams a direct Mozilla support path for deployment, configuration, policy, update, compatibility, and operational questions in managed environments.

This document explains the support resources, channels, coverage, response-time commitments, and customer responsibilities that apply to each support plan. It is intended for organizations that use Firefox as part of a managed IT environment and need support for the administrators responsible for that deployment.

Firefox Professional Support may be updated from time to time. Material updates will be posted with advance notice; changes apply prospectively and do not alter the support terms in effect under a signed agreement during its current term.

Firefox Professional Support: Support Plans

FREE

Free End User Resources

Self-guided resources and community support forums

STANDARD

Standard Support Plan

Reliable reactive support for IT teams managing Firefox or Firefox ESR

PREMIUM

Premium Support Plan

High-assurance operational support for important Firefox deployments

PREMIUM PLUS

Premium Plus Support Plan

High-touch support partnership for Firefox deployments in business-critical, highly complex, or regulated environments

Free End User Resources

Firefox end user knowledge base

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

Firefox community support forums

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

Standard Support Plan

Standard Support gives enterprise IT teams a reliable path to Mozilla's expert support when they need help managing Firefox or Firefox ESR. It is designed for organizations that want business-hours support for deployment, configuration, policy, update, and compatibility questions without moving into a higher-touch support model.

Standard Support is a practical option for teams that already manage Firefox in their environment and want clearer escalation, faster diagnosis, and direct support from Mozilla for Firefox-related operational issues.

Onboarding and integration support

Standard Support includes structured documentation and video-led resources to help IT teams deploy, configure, and manage Firefox in supported environments. These resources are designed to help teams get started quickly and follow Mozilla-recommended deployment practices.

Private support channel

Authorized support contacts can submit private support requests through Mozilla's support portal or email during the applicable support hours. Requests are triaged based on ticket type, severity, business impact, and the customer's support plan, giving IT teams a clear path for Firefox-related support beyond public documentation and community forums.

Reactive support for Firefox issues

Standard Support helps IT teams diagnose issues related to Firefox behavior and compatibility. Mozilla can help identify whether an issue is related to Firefox or appears to originate from a third-party application, extension, identity provider, proxy, operating system, security tool, or other service. Where an issue is outside Firefox, customers remain responsible for engaging the relevant third-party provider. Mozilla may provide reasonable collaboration to support diagnosis of Firefox behavior and compatibility.

Shared Technical Success point of contact

Standard Support includes access to a Shared Technical Success point of contact to help coordinate support activity and operational questions related to the customer's Firefox deployment. This provides an additional coordination path for teams managing Firefox across their organization. Point of contact may change from time to time.

Premium Support Plan

Premium Support provides high-assurance operational support for organizations where Firefox or Firefox ESR supports important business workflows. It includes everything in Standard Support and is designed for teams that need faster response times, local-language support, more support contacts, live chat, Integration Advisory services, and a named Technical Success Lead.

Premium Support is a strong fit for organizations with larger or distributed IT teams, regulated workflows, active Firefox expansion, or recurring operational questions around policies, extensions, applications, updates, and managed environment compatibility.

Enhanced support availability and channels

Premium Support gives authorized support contacts access to expanded support availability, faster response times, and support through email, web portal, and live chat. This helps IT teams get faster guidance when Firefox is important to business operations.

Local-language support

Premium Support includes local-language support for eligible support interactions, subject to language availability. Local-language support can reduce friction for regional IT teams and stakeholders, especially in distributed or regulated environments.

Integration Advisory

Premium Support includes a baseline allocation of Integration Advisory services. Integration Advisory provides request-based guidance for environment compatibility and configuring specific applications, extensions, policies, and managed environment components with Firefox. This helps customers plan and evaluate Firefox-related configuration and compatibility questions before or during operational changes.¹

Named Technical Success Lead with quarterly business reviews

Premium Support includes a named Technical Success Lead to coordinate support activity, quarterly business reviews, and operational needs related to the customer's Firefox deployment. This gives customers a consistent Mozilla contact for support coordination and ongoing operational alignment. Customers also receive quarterly reviews with a Technical Success Lead to discuss support activity, recurring issues, upcoming changes, and opportunities to improve Firefox operations over time. Mozilla may occasionally change the Technical Success Lead based on staffing changes on its internal teams.

Premium Plus Support Plan

Premium Plus will be available in 2027. It will provide a high-touch Mozilla support partnership for organizations with business-critical, complex, regulated, or multilingual Firefox deployments. It will include everything from Premium Support and is designed for organizations that need 24x7 support coverage, rapid response, expanded language support, custom support contacts, scheduled deployment coverage, deployment design and integration planning, dedicated incident coordination, tailored incident review, and monthly reviews.

Premium Plus will be best suited for customers that rely on Firefox in business-critical operational workflows, have complex managed environments, are planning significant rollout or policy-change events, or need a closer support relationship with Mozilla.

24 x 7 support availability

Premium Plus will provide 24x7 support coverage for authorized support contacts. This provides a support path outside business hours when Firefox is part of business-critical operations.

Priority response for business-halting issues

Premium Plus will provide Mozilla's fastest response times for qualifying business-halting Firefox issues within the customer's applicable coverage window.

Deployment Design and Integration Planning

Premium Plus will include structured design and validation of the overall Firefox deployment architecture, including configuration models and integration approach prior to or during rollout. This helps customers prepare for deployment decisions before they become operational issues.

Scheduled Deployment Coverage

Premium Plus will include pre-scheduled Mozilla support coverage during major Firefox rollout, upgrade, or policy-change windows. Scheduled Deployment Coverage must be coordinated in advance and is subject to Mozilla availability and the customer's support plan.

Dedicated Real-time War Room during incidents

Premium Plus will include a dedicated real-time incident coordination channel for qualifying incidents. This gives authorized customer contacts and Mozilla support personnel a focused path to coordinate triage, share updates, and align on next steps during active incidents. War room support does not change Mozilla's responsibility for third-party systems or customer-controlled environments.

Firefox Professional Support – Overview of Plans

The table below provides a high-level comparison of the support features available under each plan. Additional details, definitions, limitations, and customer obligations are provided in the sections that follow.

	Free	Standard	Premium	Premium Plus
End user Knowledge Base	✓	✓	✓	✓
Community Support Forums	✓	✓	✓	✓
Onboarding and Integration Assistance	–	✓	✓	✓
Mozilla Technical Support	–	✓	✓	✓
Reactive Support: Incident Handling & Issue Diagnosis	–	✓	✓	✓
Integration Advisory	–	Additional Fee	✓	✓
Deployment Design and Integration Planning	–	Additional Fee	Additional Fee	✓
Scheduled Deployment Coverage	–	–	–	✓
Access to Named Technical Success Lead	–	Shared Technical Success POC	✓	✓
Regular Business Reviews	–	Additional Fee	✓ Quarterly	✓ Monthly
Dedicated Real-Time War Room (During Incidents)	–	–	✓	✓
Tailored Incident Review / RCA (Following Incidents)	–	Email Summary & RCA	Video conference RCA with Mozilla team	Video conference RCA with Mozilla team

Firefox Professional Support – Availability & Details

	Standard	Premium	Premium Plus
Support Availability	09:00 – 17:00 (local time) Monday – Friday	24 hours per day Monday – Friday	24 x 7
Support Language	English	Local language support ¹	English + two additional languages ¹
Support Channels²	Email, web portal	Email, web portal, live chat	Email, web portal, live chat
Response Times (For business-halting issues)	2 hours	30 minutes	15 minutes
Maximum Authorized Support Contacts	5	25	Custom
Included Advisory and Engineering Engagement Hours (Annually)³	–	Small: 10 hours Medium: 20 hours Large: 25 hours Extra Large: Custom	Small: 40 hours Medium: 60 hours Large: 100 hours Extra Large: Custom

¹ Local-language and additional-language support apply to eligible support interactions, are subject to availability, and must be agreed with Mozilla. Escalations to Firefox engineering, specialized technical teams, or named Mozilla points of contact may be provided in English. ² Phone support may be available as an add-on or where expressly agreed with Mozilla. ³ Included advisory and engineering engagement hours apply to Integration Advisory, deployment planning, and other advisory services requiring Firefox engineering engagement. Standard reactive support cases and confirmed Firefox product defects are handled through the applicable support process and do not consume advisory hours unless expressly agreed otherwise. Additional advisory or engineering engagement hours may be purchased in defined increments.

Support Service Definitions

Reactive Support

Reactive Support provides diagnosis and resolution assistance for issues related to Firefox behavior and compatibility, handled through Mozilla's support process and subject to the customer's support plan.

Integration Advisory

Integration Advisory provides request-based guidance for environment compatibility and configuring specific applications, extensions, policies, and managed environment components with Firefox. Integration Advisory is available where included in the customer's support plan or purchased as an add-on.

Integration Advisory does not include remediation, development, maintenance, or ownership of third-party applications, extensions, identity providers, proxies, operating systems, security tools, or other third-party services.

Deployment Design and Integration Planning

Deployment Design and Integration Planning provides structured design and validation of the customer's overall Firefox deployment architecture, including configuration models and integration approach prior to or during rollout. This service is included only where specified in the customer's support plan or purchased separately.

Scheduled Deployment Coverage

Scheduled Deployment Coverage provides pre-scheduled Mozilla support coverage during major Firefox rollout, upgrade, or policy-change windows. Scheduled Deployment Coverage must be arranged in advance and is subject to Mozilla availability and the customer's support plan.

Named Technical Success Lead

A Named Technical Success Lead is a named Mozilla point of contact who helps coordinate support activity, reviews, and operational needs related to the customer's Firefox deployment.

Dedicated Real-Time War Room (During Incidents)

A Dedicated Real-Time War Room is an incident coordination channel for qualifying incidents, available where included in the customer's support plan or purchased as an add-on. War room support does not change Mozilla's responsibility for third-party systems or customer-controlled environments.

Advisory and Engineering Engagement Hours

Advisory and Engineering Engagement Hours are a plan-based allocation of time for Integration Advisory, deployment planning, and other advisory services requiring Firefox engineering engagement. Standard reactive support cases and confirmed Firefox product defects are handled through the applicable support process and do not consume advisory hours unless expressly agreed otherwise.

Optional Add-On Services

Certain services may be available as add-ons for an additional fee, depending on the customer's support plan and Mozilla availability. Add-on services may include, as available:

- phone-based technical support
- additional language support
- on-site Firefox deployment and integration
- additional Integration Advisory services or hours
- business reviews tailored to customer objectives
- Custom Firefox Engineering Development Work

Add-on services must be expressly agreed with Mozilla and may be subject to separate terms, scheduling, availability, travel costs, statements of work, or other requirements.

Support Operations Details

Who Mozilla supports

Firefox Professional Support is provided to the customer organization by working directly with the number of authorized support contacts included in the customer's support plan. Authorized support contacts may include IT administrators, deployment engineers, endpoint management teams, security/compliance owners, or other personnel responsible for managing Firefox in the customer environment.

Purpose

Mozilla's goal is to provide expert assistance for Firefox deployment, configuration, policy enforcement, supported enterprise integrations involving Firefox behavior, updates/channel management, compatibility questions, and product troubleshooting for the Firefox browser.

Support plans do not include managed security services, threat monitoring, SOC services, managed DLP operations, or remediation of third-party applications, extensions, identity providers, proxies, operating systems, endpoint security tools, or other third-party services. Certain security, governance, or data-protection capabilities may be available through separately purchased Mozilla products, including Firefox Enterprise, where applicable.

How to engage

Authorized support contacts may submit support requests through the channel(s) as described in the customer's support plan.

Mozilla may request logs, crash reports, policy exports, screenshots, reproduction steps, environment details, and other technical information needed to validate and respond to support requests.

End user posture

Mozilla does not provide ticketed end-user helpdesk services under these Support Plans. End users are supported by the Firefox knowledge base, community support forums, and the customer's own IT organization. Paid Support Plans are intended for authorized customer contacts responsible for managing Firefox in the customer environment.

Hours of Operation

Mozilla will provide support during the coverage window included in the customer's support plan. Support availability may exclude applicable public holidays except where 24x7 coverage is expressly included in the customer's support plan.

Support Language

Support language depends on the customer's support plan.

Local-language and additional-language support apply to eligible support interactions and are subject to availability. Escalations to Firefox engineering, specialized technical teams, or named Mozilla points of contact may be provided in English.

Contact Information

Support issues and service requests may be created through Mozilla's designated Firefox Professional Support channels, including the support portal⁴ and any additional channels included in the customer's support plan.

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 diagnose issues, provide mitigation where available, and pursue resolution. Following qualifying Severity 1 incidents, Mozilla will provide incident follow-up in accordance with the customer's support plan, which may include an email summary, written RCA, or video conference RCA with Mozilla.

Response Times, Ticket Severity Criteria, and Examples

Mozilla classifies eligible support requests by severity based on business impact, workaround availability, scope, and the customer's support plan.

Mozilla may adjust severity classification based on business impact, workaround availability, affected scope, and the information available at the time of review.

Severity Criteria and Examples

Sev.	Criteria	Example	Ticket Type
1	Customer's Firefox production environment is down, or a mission-critical function is unavailable with no viable workaround. Confirmed or suspected Firefox product issue that creates material customer security, privacy, or compliance risk and has no viable workaround.	Firefox 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. Confirmed or suspected Firefox vulnerability or Firefox product behavior creating material customer risk, subject to Mozilla validation and classification.	Incident
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
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

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, 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 customers to deploy Firefox to their managed end users. Customers may update clients using the built-in Firefox update feature or a third party software management solution of their choice.

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

Mozilla does not provide, operate, or manage the customer's configuration management platform unless expressly agreed under a separate product or services agreement.

Software Packages Supported

Software install packages support includes:

- macOS — DMG and PKG installers
- Windows — MSI and EXE installers

- 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:

- **Incident:** A malfunction, service degradation, or unexpected behavior in the Firefox browser, including by example authentication/SSO issues involving Firefox behavior, certificate/PKI handling, proxy or network interoperability involving Firefox, policy enforcement, extension management, launch failures, performance degradation, crashes, or regressions. Incidents are eligible for Severity S1-S3 based on business impact. Security-related Firefox product issues may be treated as Incidents and classified by Mozilla based on severity and available information.
- **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, deployment best practices, and Firefox configuration questions. Configuration or Deployment Requests are eligible for Severity S2-S3 unless otherwise agreed.
- **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.

Integration Advisory & Deployment Design and Planning Requests

Customers with plans that include Integration Advisory, Deployment Design and Integration Planning, or advisory and engineering engagement hours may initiate those requests through their designated Mozilla contact or through Mozilla's designated support channels, as applicable.

Advisory and Planning Requests are not classified as Incidents unless they relate to a current malfunction, service degradation, or unexpected Firefox behavior. Mozilla may route these requests separately from incident support and may schedule advisory or planning work based on scope, availability, and the customer's support plan.

Misclassification, Reclassification, and Routing

Mozilla may reclassify or reroute submissions based on the information available, the nature of the request, business impact, workaround availability, and the customer's support plan.

If a submission labeled as a Support Request is actually Product Feedback, a Feature Request, Custom Firefox Engineering Development Work, or another request outside the scope of Support, Mozilla may reclassify and route it for separate review.

If Product Feedback, a Feature Request, or another non-support request actually describes a current malfunction, service degradation, or unexpected Firefox behavior, Mozilla may reclassify it as a Support Request, route it through the applicable support process, and apply the relevant response-time commitments.

Note(s):

- 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.
- 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 browser	S1 – S3	Subject; Description; Firefox version; Operating system (with version); Category; Software environment details; Steps to reproduce; Browser logs; 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, Feature Requests, and Custom Work

Product feedback, feature requests, Custom Firefox Engineering Development Work, and other professional services are outside the scope of Support Plans unless separately agreed with Mozilla.

Product Feedback

Product Feedback includes suggestions, comments, or recommendations about Firefox functionality, user experience, documentation, administration, deployment, or future product direction. Product Feedback does not describe a current malfunction, service degradation, or unexpected Firefox behavior requiring support response.

Mozilla may review Product Feedback for consideration, but Product Feedback does not create a support obligation, roadmap commitment, workaround obligation, or resolution target. If Product Feedback actually describes a current Firefox issue, Mozilla may reclassify it as a Support Request. If the request is for guidance on configuring Firefox with a specific application, extension, policy, or managed environment component, Mozilla may route it as Integration Advisory where available under the customer's support plan.

Feature Requests

Feature Requests include requests for new functionality, enhanced functionality, new integrations, changes to existing behavior, or product capabilities that do not address a current malfunction, service degradation, or unexpected Firefox behavior. Feature Requests are outside the scope of Support Plans unless separately agreed with Mozilla.

Requests for Custom Development Work

Requests for Custom Firefox Engineering Development Work, professional services, or other customer-specific development are outside the scope of Support Plans. Mozilla and Customer may separately agree on terms for the provision of custom development work, if mutually agreed, outside the scope of Support Plans.

Submitting Product Feedback, Feature Requests, or Custom Work Requests

Customers may submit product feedback, feature requests, requests for Custom Firefox Engineering Development Work, or professional services requests through Mozilla's designated Firefox support channels or through their assigned Mozilla contact. These requests are outside the scope of Support Plans and will be evaluated separately. They may be declined, logged for future consideration, or offered under a separate statement of work or SKU.

Customer Obligations

- **Authorized Support Contacts.** Customer will identify the authorized support contacts permitted under the customer's support plan and keep that list current. Mozilla may redirect end users or non-authorized personnel to the customer's Authorized Support Contacts. Customer may contact Mozilla to update Authorized Support Contacts, subject to the limits and processes applicable to the customer's support plan.

- **Supported Environment.** Customer will maintain a supported deployment as outlined in the Scope of Support section above and follow Mozilla's deployment guidance.
- **Ticket Quality & Artifacts.** For each ticket, Customer will 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).
- **Severity Validation.** Customer will select a provisional severity; Mozilla may reclassify (up or down) based on business impact and workaround availability.
- **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.
- **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.
- **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.
- **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.
- **Version & Lifecycle.** Customer will apply critical updates within a reasonable period and retire unsupported OS/browser versions in line with Mozilla's lifecycle policy.
- **Third-Party Dependencies.** Incidents or requests rooted in, caused by, or requiring changes to third-party services, applications, extensions, identity providers, proxies, operating systems, endpoint security tools, configuration management platforms, customer networks, or other customer-controlled systems must be worked by Customer in parallel with the relevant third-party provider. Mozilla may provide reasonable collaboration to help diagnose Firefox behavior and compatibility, but Mozilla is not responsible for third-party remediation, third-party service availability, or making third-party software function with Firefox where the issue is outside Mozilla's control.
- **Scope & Fair Use.** Requests for new features, custom engineering, custom development, broad environment redesign outside the customer's purchased support plan, managed security services, third-party remediation, or professional services outside the customer's support plan are out of scope for Support and may be declined or offered under a separate SKU or statement of work.

Ready to get started?

Reach out to the Firefox Enterprise team to discuss the right support plan for your organization.

fxenterprise@mozilla.com

¹ Integration Advisory does not make Mozilla responsible for the remediation, maintenance, availability, or performance of third-party applications, extensions, services, or customer-managed systems.

² Deployment Design and Integration Planning does not make Mozilla responsible for third-party systems, custom applications, or customer-managed infrastructure.

⁴ <https://support.mozilla.org/en-US/questions/new/firefox-enterprise/form>