



# Guidelines and Policies

F5 Technical Support is designed to remotely assist you with software and hardware issues related to the operation of your F5 products. F5 Network Support Centers are located worldwide to provide assistance during your business hours. All Network Support Engineers follow our Quality Management System processes and procedures based on the severity level of your situation to ensure the best experience possible.

## Scope of Support

F5 offers several support options, so you can be confident your organization has the level of support it needs, when it needs it.

### Maintenance agreements

All F5 products come with a one-year manufacturer's hardware warranty and a 90-day software media warranty. Technical support is limited to F5 products with active support contracts.

### Contract support levels

Annual support agreements are available for Standard hours, which includes 5 x 10 support, or Premium hours, which includes 7 x 24 support. Expedited RMA Services and Maintenance Add-On Packages are also available.

### iRules and iApps support

Standard and Premium support include iRules® scripting language and F5® iApps™ template assistance. Standard iRules and iApps support provides basic troubleshooting help for customers with active Standard support maintenance contracts. In addition to Standard iRules and iApps support, Premium support includes validation, troubleshooting, and functional analysis of scripted iRules and iApps Templates.

### customer support commitment

F5 is committed to helping you get the most value from your F5 solutions. As an F5 customer:

- You will receive consistently professional, high-quality service.
- Your customer experience will be the best possible.

To receive assistance with short-[turnaround script creation requests](#), use the [iRules OnDemand™](#) service, which can usually handle a request within one business day. For assistance with [iApps Templates](#), use the [Consulting OnDemand](#) service, which usually handles a request within one to two business days.

You can find additional resources for [iRules assistance](#) and [iApps Templates](#) at the [F5 DevCentral](#) online community. DevCentral includes tools and techniques to help you build solutions with [iControl](#) and [iRules](#) that enable applications to work in concert with the underlying network. You can also find new supported [iApps Templates](#) that are flexible and easy to use for deploying and managing application services.

### Installation

For comprehensive installation assistance, you can purchase on-[site installation services](#) through [F5 Professional Services](#) or your local authorized [F5 reseller](#). [F5 Technical Support](#) does not provide remote installation services.

### Professional Services offerings

For assistance with [planning](#), [design](#), [deployments](#), [upgrades](#), [migrations](#), [optimization](#), and [application verification](#), contact [F5 Professional Services](#). A consultant will provide a detailed quote that includes a comprehensive [Scope of Work \(SOW\)](#) statement.

## Network Support Centers

[F5 Network Support Centers](#) are strategically located for partners and customers in the [Asia-Pacific](#) region, [Japan](#), [Europe](#), the [Middle East](#), [Africa](#), and the [Americas](#). Regionally located support centers enable F5 to provide support in a number of languages through native-speaking support engineers who are available when you are, during your business day. Globally dispersing [Network Support Centers](#) allows for cases to truly “follow the sun,” which means [Network Support Engineers](#) are available to provide help when you need it.

## Case Severity Definitions and Response Times

All [F5 Network Support Centers](#) uphold the following case severity definitions and target response times to ensure that the appropriate resources are used to resolve all technical issues as efficiently as possible.

F5 will endeavor to respond to [Severity 1](#) issues within one hour. Understanding that unforeseen events could delay attempts, F5 expects that the majority of [Severity 1](#) issues will be responded to within this service level.

Initial response is defined as the time from when the [F5 case](#) was created to when a [Network Support Engineer](#) first attempts to contact the case contact for troubleshooting and updates the case log reflecting this action.

\* [iRules OnDemand](#) and [Consulting OnDemand](#) are available in North America only.

Severity 1 (Urgent)	Site Down	Software or hardware conditions on your F5 device are preventing the execution of critical business activities. The device will not power up or is not passing traffic. <u>Security issue</u> - Critical business impact due to an attack or vulnerability.
Severity 2 (High)	Site at Risk	Software or hardware conditions on your F5 device are preventing or significantly impairing high level commerce or business activities. The device is in degraded state that places your network or commerce at risk. <u>Security issue</u> - Severe business impact due to an attack, vulnerability, compliance, or data at risk.
Severity 3 (Medium)	Performance Degraded	Software or hardware conditions on your F5 device have degraded service or functionality for normal business or commerce activities. Network traffic through the device is causing some applications to be unreachable, or operate in a diminished capacity. <u>Security issue</u> - Potential or partial business impact related to mitigation, audit results or vulnerability.
Severity 4 (Low)	General Assistance	Questions regarding configurations "how to". Troubleshooting non-critical issue or request for product functionality that is not currently part of the current product feature set. <u>Security issue</u> - General security related questions and/or concerns which are not related to an immediate need.

When a case is logged as Severity 1, F5 Network Support Managers are immediately notified to ensure the case is assigned within the appropriate timeframe to an appropriately skilled Network Support Engineer.

## More Information

To learn more about F5 Technical Support Services, contact [services@f5.com](mailto:services@f5.com).

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