



## 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 and Severity 2 issues within one hour. Understanding that unforeseen events could delay attempts, F5 expects that the majority of Severity 1 and Severity 2 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.



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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