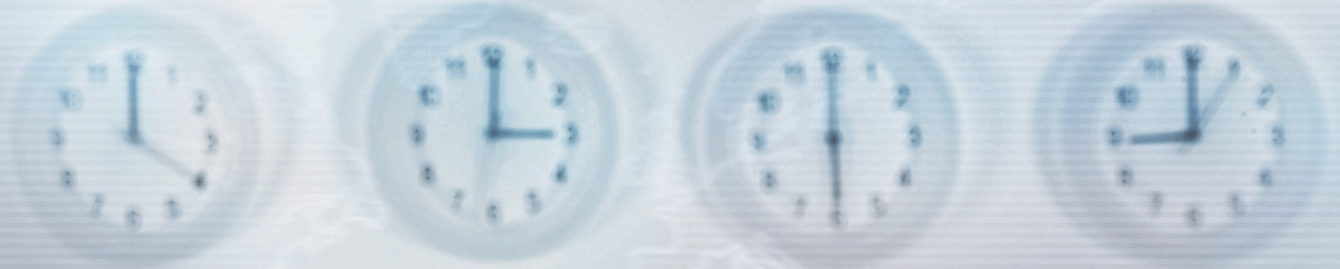




## Premium Plus



# Receive Priority Status and a Dedicated Team with Premium Plus

You have a lot invested in your network. The Premium Plus Add-On Package provides the highest levels of technical support along with proactive services to ensure your F5® solution maintains high availability.

As a Premium Plus customer, you receive priority status at F5, with fast, easy access to a dedicated team of senior-level, F5-certified Network Support Engineers and a Technical Account Manager. Your Premium Plus team will also work with you to help create an IT environment to make your future goals a reality.

### Key benefits

#### Receive the fastest response

Get priority treatment. A dedicated phone line and immediate email notification to your Technical Account Manager ensure that your support request goes to the front of the queue, all the time.

#### Build relationships you can trust

Maintain ongoing relationships with the same F5 team members, who are knowledgeable about your account and committed to your success.

#### Move forward with check-in points

Take advantage of weekly status calls and quarterly reviews to ask questions about and gain insight into your network performance.

#### Reach your goals

Continue to improve your infrastructure. Your Premium Plus team will work with you to create an F5 environment that helps you reach your business objectives.

## Dedicated Support Team

Your dedicated Premium Plus team is staffed entirely by senior-level, F5-certified Network Support Engineers (NSEs) and led by a Technical Account Manager (TAM). By having one consistent senior team assigned to your account, your support team acquires a deep knowledge of your environment, issues, and goals to provide the best support possible.

### Senior-level F5 Network Support Engineers

Your team of senior-level F5 Network Support Engineers is dedicated to providing the most efficient solutions to your issues. While addressing your immediate needs, they also consider your long-term objectives and implement F5 and industry-standard best practices to ease ongoing operations and support. In addition, NSEs can answer questions about configuration changes and the impact to your network.

### Designated lead

A Premium Plus NSE is designated as the lead for your account and is the first choice to handle new cases. This NSE is most familiar with your infrastructure and is available to discuss technical issues related to your account.

### Technical Account Manager

The Technical Account Manager is responsible for your account and works to become an expert on your business and network. The TAM tracks and documents all open support issues, cases, and actions, and then reports on progress so that every issue is addressed. To ensure immediate attention, the TAM manages all issue escalations and is your single point of contact for escalations. The TAM is also available to answer any questions you have about F5 solutions.

### Around-the-clock support

With Premium Plus, you receive a dedicated phone line for your requests. To ensure high visibility and progress tracking, your Technical Account Manager and all support managers worldwide are notified by email when you submit a request through the Network Support Center.

Premium Plus offers two options for support hour coverage:

- Premium Plus is available for your Premium (7 x 24) maintenance support that matches your contracted hours.
- You can also purchase Standard (5 x 10) maintenance support with Premium Plus for 5 x 10 coverage in your local time.

## Proactive Services

Premium Plus includes proactive services to ensure you are receiving the best support possible and to help your organization continuously improve its F5 environment.

### Service Delivery Plan

When you open a Premium Plus account, your Technical Account Manager will work with you to create a Service Delivery Plan.

The Service Delivery Plan outlines your F5 solution initiatives, detailing your F5 technology, what you want to accomplish with it, and your priorities. It also documents conditions for your satisfaction, which can include any aspect of the support service, such as key activities you want the TAM to focus on or how you want the TAM to interact with you. The purpose of the plan is to ensure that you are satisfied with your F5 support.

The initiatives and conditions for satisfaction are reviewed for priority or project changes informally during weekly status calls and formally during quarterly reviews.

### Weekly status calls

Premium Plus includes weekly status calls with your Technical Account Manager and your primary Premium Plus Network Support Engineer to address any open cases. Technical discussion of open issues often allows for a quicker resolution. You'll also have an opportunity for open discussion with the NSE about any topics concerning your F5 environment.

### Quarterly reviews

Each quarter, you'll receive an operations review by your Technical Account Manager, which includes in-depth analysis of your F5 case history, an evaluation of patterns and trends, and a discussion of your future plans. The TAM will also discuss the latest F5 product information so you can be aware of upcoming opportunities for your business.

### Voice to product development

With Premium Plus, your voice is heard at F5. Your Technical Account Manager will notify F5 product development teams of your product enhancement requests and track progress of those requests.

### Additional services

System health checks, software upgrade assessments, and hardware and software end-of-life assessments are also available to help you make informed decisions regarding your environment.

## More Information

To learn more about the Premium Plus Add-On Package, contact [services@f5.com](mailto:services@f5.com).

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