



THE WORLD RUNS BETTER WITH F5



F5 Customer Support Premium Plus Service

No one can afford interruptions to critical business applications. Get the best protection to help minimize expensive network and application downtime with F5 Premium Plus Service.

What We Do

Premium Plus Service protects your critical business applications by ensuring F5 product expertise when you need it most. Extend your organization's technical resources with a dedicated team of ISO 9001:2000⁴ certified F5 Network Support Engineers (NSE).

Key Features

Case Management

Immediate Customer Support Manager notification of all opened cases.
Open case prioritization to the top of our support queues.

Focused Account Management

Quarterly review provides Key analysis, executive summary and report of all F5 support cases.

Single Point of Contract

A dedicated team of F5 Network Support Engineers handle your issues.

Dedicated Phone Line

Available 24 x 7 x 365².

Expertise

The Premium Plus support team is staffed entirely of Senior level, F5 Certified personnel.

Key Benefits

Fast Response

Get the fastest response times when you need them. Not only do Premium Plus customers receive a dedicated, special call-in number, but submitted Premium Plus cases also receive immediate Support Manager notification and top prioritization in our support queue.

Fast Solutions

Your cases are routed and worked on by our senior Level NSEs who know F5 products and the networking environments they're deployed in. NSEs receive continuous product training and receive consistent, high customer survey scores. The result? The fastest and most efficient solutions delivered direct to you.

Focused Account Management

You will also have a dedicated Customer Support Manager to provide you with a single point of contact, weekly status conference calls and quarterly reviews.

Guidance and Expertise

Ensure you are implementing F5 and industry standard best practices to ease ongoing operations and support, by getting the best advice from our certified support staff. Our goal is to proactively identify future needs and provide best practice recommendations.

What support service is best for you?	Standard	Premium	Premium4 ⁵	Premium Plus ¹
10 x 5 Hour Support Availability (8am - 6pm M-F, your local time)	✓	✓	✓	✓
Ask F5 Solution Database Access	✓	✓	✓	✓
Customer Support Web Portal Access	✓	✓	✓	✓
Advance Replacement RMA ³	✓	✓	✓	✓
24 x 7 x 365 Support availability		✓	✓	✓
Standard iRules Support	✓			
Premium iRules Support		✓	✓	✓
Senior Level Network Support Engineers				✓
Priority in the support phone queue				✓
Priority in case escalation path over other cases				✓
Dedicated Support Team familiar with customer environment				✓
Immediate Support Manager notification upon case creation				✓
Regularly scheduled case generation and status reports				✓
Quarterly in depth account review				✓
Pro-active assessment of customer future requirements and needs				✓
Advance 4-Hour on-site RMA Replacement	Optional	Optional	✓	Optional

NOTES:

¹ Premium Plus Service requires active Premium support agreements across all F5 units deployed within the enterprise in addition to a yearly Premium Plus Service fee.

² Dedicated Premium Plus support team is available 8am – 6pm M-F, your local time. Off hours may be supported by a regional Network Support Center.

³ 4-Hour On-Site RMA service upgrade available; limited to F5 BIG-IP LTM 1500, 3400, 6400, 6800, 8400 and 8800 products with active service maintenance contracts deployed within 50 miles of an F5 Authorized RMA Depot. A list of F5 Authorized RMA Depots is available at http://www.f5.com/customer_support.

⁴ F5's World Wide Customer Support organization is ISO 9001:2000 certified.

⁵ Premium4 Service is limited to ARX products with active service maintenance contracts deployed within 50 miles of an F5 Authorized RMA Depot.

⁶ F5 requires Service contracts be purchased for all add-on software modules purchased during initial service contract purchase and renewal.



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