



## F5 Support Services

F5 Support Services executes on the company's paradigm of innovation by delivering a full-range of services to ensure your success with our products. These services range from online web tools, direct access to our expert Network Support Engineers, around-the-clock access to technical information, and more. F5 Support Services is dedicated to helping you get the most from your F5 products while improving your ROI, reducing your administration hassles, and ensuring the reliability of your networks and the applications that run on them.

### Key Features

#### Product Expertise

Superior product knowledge is key to superior product support. F5 Network Support Engineers (NSEs) receive continuous training updates and have been part of the F5 team for an average of 2 years. They know F5 products and the networking environments they're deployed in. The result? Real resolutions, every time.

#### Always Available

NSEs are ready to provide assistance around the globe, around the clock, 365 days a year. We never take a break... ensuring you can.

#### Fast Replacements

Ensuring your networks are able to sustain maximum up-times shouldn't be stressful. Advance Replacement means replacement products or components are usually shipped within 24 hours, or 4 hours with the Rapid RMA<sup>1</sup> option.

#### Comprehensive

Keep your product's defenses up to date with the latest software version. You'll have access to both the newest full feature software upgrades and code fixes as soon as they're available.

#### Convenient

F5 offers a support program to fit your needs, not ours. Choose from one of three service levels that's right for your business. Enjoy unlimited access to powerful online support tools from Ask F5<sup>®</sup> to our WebPortal, where expert answers to your questions are available 24 x 7.

#### Quality

F5's World Wide Customer Support organization is ISO 9001:2000 certified. F5 Support Services is committed to consistently provide professional high-quality service and to continually improve the quality of our services through our Quality Management System.

### Ask F5

Got questions? We've got answers. Whether you have a specific technical question about F5 products or simply want general information about F5 solutions and services, the Ask F5 On-Line database has the answer. Just type in a question and Ask F5 immediately provides solutions. Ask F5 is the fast and convenient way to get the most from your F5 products

### Web Portal

F5's Web Support Portal provides you with more flexibility and better, faster access to F5 Support, 24 x 7. Quickly create new support cases, immediately receive automated case number generation, read case details and updates on your open cases, upload troubleshooting attachments, and much more. Best of all, you never have to wait or remember phone numbers, and online help is always available.

### Rapid Replacements

Advance Replacement means that once an F5 NSE has confirmed the hardware failure, replacement products or components are usually shipped within 24 hours, or 4 hours with the Rapid RMA<sup>1</sup> option. F5 absorbs all shipping and custom charges for replacement units delivered to you.

### Case Escalation

F5 is committed to monitoring all technical issues submitted to ensure that your case is managed appropriately. All submitted issues are classified and escalated according to strictly followed guidelines to ensure that no issue is left unresolved.

Types of Services	Standard	Premium	Premium <sup>4</sup> <sup>5</sup>	Premium Plus <sup>2</sup>
<b>Contract Term</b>	1-Year	1-Year	1-Year	1-Year
<b>Support Hours</b>	8am – 6pm M-F, local time	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365 <sup>3</sup>
<b>Support Level Engineer</b>	Network Support Engineer Remote Technical Support Standard iRules Support	Network Support Engineer Remote Technical Support Premium iRules Support	Network Support Support Engineers Remote Technical Support Premium iRules Support	Dedicated team of Network Remote Technical Support Technical Support Manager Senior Level Network Support Engineers Premium iRules Support Priority in the support queue Priority in case escalation path Regularly scheduled case and status reports
<b>Software Updates</b>	Feature & Maintenance Releases	Feature & Maintenance Releases	Feature & Maintenance Releases	Feature & Maintenance Releases
<b>Advance Hardware Replacement</b>	Yes	Yes	Yes	Yes
<b>Escalation Guidelines</b>	Yes	Yes	Yes	Yes
<b>4-Hour On-Site Service Upgrade<sup>4</sup></b>	Optional	Optional	Included	Optional

#### NOTES:

<sup>1</sup> 4 hour delivery with technician is restricted to some regions; availability varies by geography. Products with active service maintenance contracts deployed within 50 miles of an F5 Authorized RMA depot are eligible to upgrade.

A list of Authorized depots is available at <http://www.f5.com/about/guidelines-policies/>

<sup>2</sup> Premium Plus Service requires active Premium support agreements across all F5 units deployed within the enterprise in addition to a Premium Plus Service fee.

<sup>3</sup> Dedicated Premium Plus support team is available 8am – 6pm M-F, local time. Off hours may be supported by a regional NSC.

<sup>4</sup> All F5 products with active service contracts are eligible and will receive replacement delivery with a technician, if elected, within 4 hours. Please check with your in-country F5 Authorized Sales Representative for offering availability.

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

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



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