Dependable F5 Support

In a complex and ever-changing IT environment, you need dependable support for your mission-critical applications. Whether you want business-day access, around-the-clock access, or a dedicated team assigned to your account, F5® offers support services that fit all your needs.

All levels of support include assistance from F5 Network Support Engineers, who are subject matter experts in F5 solutions. We offer upgrades and Add-On Packages in addition to Standard (5 x 10) and Premium (7 x 24) support, along with many self-service resources to help you proactively manage your F5 solution—including the AskF5™ Knowledge Base. Because F5's worldwide customer support organization has implemented an ISO 9001:2008–compliant Quality Management System, you can count on consistent, superior service, whichever level of support you choose.

Offerings

Receive fast, reliable support with Standard and Premium offerings

With Standard and Premium levels of support, you have access to F5 Network Support Engineers (NSEs) for remote technical support, including F5 iRules® script support. Whether you need quick answers to specific questions or help with more complicated issues, NSEs are there to help. F5 Network Support Centers are strategically located for partners and customers in APAC, Japan, EMEA, and North America. Regionally located support centers provide support in several languages through native-speaking NSEs who are available when you are, during your business day. Your phone calls are answered quickly and routed to the best subject matter expert for your case.

With Proactive Case Management, you can alert F5 Support of scheduled maintenance work on your F5 devices, saving time spent opening a new case and providing diagnostic files.

Upgrade to Expedited RMA Services

Expedited Return Materials Authorization (RMA) Services include options for Next Business Day delivery, 4-Hour delivery, and technician installation. Customers with Standard or Premium support levels can upgrade to Expedited RMA Services.

Improve IT performance with Add-On Packages

Maintenance Add-On Packages offer an opportunity for you to proactively improve your IT infrastructure, and better align IT with business goals on an ongoing basis. Customers with Standard or Premium support can purchase Add-On Packages that include Service Delivery Manager and Premium Plus.

Boost ROI with self-service resources

To get the most value from your F5 solution investment, explore the AskF5 Knowledge Base and the F5 DevCentral™ developer community. Your first source for answers, AskF5 houses product guides, release notes, solutions to known issues, how-to and hotfix information, downloads, and more. You can also sign up to receive security email alerts, and product-specific RSS feeds. At F5 DevCentral, you can join an online developer community of more than 100,000 F5 users worldwide who collaborate and share code samples, new techniques, and other tips.

Learn more

To learn more about F5 Technical Support Services, use the search function on F5.com to find these resources or contact services@f5.com.

Datasheets

Standard and Premium Support

Expedited RMA Services

Premium Plus Add-On Package

Protect and Improve Your Network with a Service Delivery Manager

F5 Networks, Inc. 401 Elliott Avenue West, Seattle, WA 98119   888-882-4447   f5.com

Americas	**Asia-Pacific**	**Europe/Middle East/Africa**	**Japan**
info@f5.com	apacinfo@f5.com	emeainfo@f5.com	f5j-info@f5.com