



## Depend on F5 Support

### Offerings

- Receive fast, reliable support with Standard and Premium
- Upgrade to Expedited RMA Services
- Improve IT performance with Add-On Packages
- Boost ROI with self-service resources

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

All levels of support include assistance from F5 Network Support Engineers, who are subject matter experts in F5 solutions. F5's worldwide customer support organization has implemented an ISO 9001:2008-compliant Quality Management System, which means you can count on consistent, superior service.

In addition to Standard (5 x 10) and Premium (7 x 24) support, upgrades and Add-On Packages are available. F5 also provides many self-service resources to help you proactively manage your F5 solution, including the AskF5™ Knowledge Base.

### Receive fast, reliable support with Standard and Premium

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 can 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. The Add-On Packages include Technical Account Management, Best Practices, and Premium Plus. Customers with Standard or Premium support can purchase Add-On Packages.

### 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 60,000 F5 users worldwide who collaborate and share innovations, including code samples, new techniques, and other tips.

### Learn more

To learn more about F5 Technical Support Services, use the search function on [F5.com](http://F5.com) to find these resources or contact [services@f5.com](mailto:services@f5.com).

#### Datasheets

[Standard and Premium Support](#)

[Expedited RMA Services](#)

[Best Practices Add-On Package](#)

[Premium Plus Add-On Package](#)

[Technical Account Management Add-On Package](#)

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