F5 Premium Plus Service Description

24X7

Executive Summary

F5 Networks offers several different levels of maintenance and support services. Premium Plus delivers the highest level of technical support and proactive services. With Premium Plus, customers are positioned to keep pace with technology changes and benefit from streamlined support and maintenance.

Premium Plus customers receive priority support status at F5, with business hours access to a designated senior-level, F5-certified Enterprise Account Engineer (EAE) and a Service Delivery Manager (SDM).

Premium Plus customers receive a dedicated phone line for support requests and your F5 team worldwide is immediately notified when you submit a request through the F5 Network Support Centers.

A key component of Premium Plus is the creation of a Service Delivery Plan, which details your F5 technology implementation and outlines future initiatives and key priorities. In order to provide Premium Plus level of support, the Premium Plus customer must provide the F5 team with knowledge of your environment, issues, and goals. The plan also documents aspects of the support service, such as key activities the SDM should be focused on or how the SDM and F5 team should interact with your organization. The key activities are reviewed during weekly status calls and formally during quarterly reviews.

Overall Premium Plus ensures continued service delivery and risk mitigation – all designed to help improve the agility, efficiency and effectiveness of your business.

Key Assumptions

Terms and pricing are based on the following key assumptions:

- By providing a Purchase Order for this Premium Plus service to F5 Networks, the Customer accepts the tasks, assumptions, limitations, responsibilities, schedule, terms and conditions described herein.

- Work will be performed remotely from an F5 location, unless otherwise agreed in writing.

- Premium Support coverage will be available 24-hours per day, 365-days per year. Premium Plus support is delivered 7 days a week 24 hours a day.   Telephone Support includes: operational support, problem identification and diagnostics, problem resolution, and available work-around solutions. If an EAE is not available at the time of a call, the call will roll over to the next available engineer at the top of the F5 queue. That engineer would be a Network Support Engineer (NSE).

    o These cases will be monitored by your SDM and EAE and case ownership may move to the assigned EAE if appropriate.

- The SDM and EAEs are available during the Customer's contracted business hours (5 days per week, 8 hours per day). The SDM is additionally available 7 days per week, 24 hours per day for escalations. Operation reviews (open case status reviews, and quarterly business reviews) will be held between 9:00 am and 6:00 pm, local time, Monday through Friday, excluding F5 holidays.

- The SDM will conduct one regularly occurring weekly operations and case review call and one business review meeting per quarter for each Premium Plus agreement.

- The Premium Plus service is a 12-month subscription service. F5 will provide 90-days' notice of renewal, and will automatically renew the contract upon its termination date unless otherwise notified in writing by the Customer.

- Premium Plus is an add-on service to F5 Premium Support; as a result:

- All F5 equipment in the Customer environment must be registered for Premium Support service while Premium Plus service is active.

Customer Responsibilities

- Customer will provide a key Designated Engagement Manager (DEM) to serve as the primary interface within the Customer for the F5 SDM to interface with during the service period.

    - The DEM will have necessary skill, knowledge and expertise to set priorities, align resources within the Customer environment, and to arrange or provide necessary information to the F5 Premium Plus service team as needed.

    - The DEM will be the main recipient for status reporting from F5 to the Customer.

- During the full course of the service, Customer will provide F5 Networks with appropriate information, guidance and technical resources, including detailed information and hands-on assistance, as required to assist in solving customer related issues. Customer will respond to information requests in a reasonable and timely manner. Any delays may impact F5's ability to provide timely resolution to open support cases or proactive initiatives.

- If required, Customer will provide appropriate work space for F5 personnel to comfortably work between meetings with the Customer. Internet and phone access will be provided to F5 personnel at no charge.

- Customer will provide serial numbers of installed F5 devices to assist in lifecycle planning.

F5 Premium Plus Offerings

- Service Delivery Manager (SDM)
    - F5 will assign a designated SDM for interacting with Customer.
    - The SDM is responsible for the overall customer support experience.
    - The SDM is an advocate within F5 and becomes familiar with the Customer's critical applications, priorities, and IT direction.
    - When assistance is required, the SDM will be immediately notified to locate and coordinate appropriate F5 technical resources.
    - The SDM serves as a primary point of contact for escalations within F5. They consolidate communications and all required activities under a single customer contact with responsibilities and authority to achieve resolution. They manage executive linkages and work with customer side leaders in reviewing and improving upon any incidents.
    - The SDM will work with the Customer for a Customer Operational Readiness Assessment (CORA).
- A joint escalation manual highlighting how a case should be opened and actioned with technical and leadership personnel from both companies will be distributed and kept up to date by the SDM and DEM.

- Enterprise Account Engineer (EAE)
    - F5 will assign a designated Enterprise Account Engineer for customer technical support interaction. This EAE will cover the primary skill sets of your environment, but will not have all the skills sets or modules likely employed within a customer's environment.
    - At the beginning of the contract, the F5 EAE will be assigned to the Customer based on the primary area of F5 technology that the Customer is employing. With the understanding that if additional areas of designated module expertise are required from an EAE, F5 can make these available at an additional fee.

- o The EAE will be the primary technical support contact when the Customer communicates with F5 for problem resolution.
  - o The EAE will engage with the Customer within 15 days of the services initiation to become familiar with the Customers network, critical applications and IT direction.
  - o The EAE will review proactive Service Requests, in advance of any major maintenance windows, when prior notice has been given, and with details of the maintenance plans.
  - o The EAE works closely with the SDM in reviewing the priorities and how F5 can improve operational efficiencies of the Customer.
  - o The EAE will produce and deliver a single annual bug scrub to be used towards a target release of code.

- Dedicated Phone Access
  - o F5 will provide a dedicated premium plus phone number for Customer to call to submit cases for priority access to F5 technical resources.

- Support Team Notification
  - o Whenever possible, F5 will route incoming Customer calls to the assigned EAE. The SDM will be also be immediately notified of all new Customer open cases to assist in their priority and resolution.

- Proactive Case Management
  - o For scheduled events we recommend any customer allow at least one weeks' notice and work with their SDM to ensure a complete Proactive Case is created.
  - o Customer will provide the SDM with serial number(s) affected, date / time of change window, change description activity including roll-out plan, and diagnostics (including QKView and other logs).
  - o If agreed upon by both parties, a technical resource can be made available for assistance during a defined change window.

- Service Delivery Plan
  - o The SDM will create a Service Delivery Plan, with input from Customer, consisting of initiatives, priorities and conditions of satisfaction. This plan will be reviewed minimally on a quarterly basis to ensure its currency.
  - o Customer has the option to provide reference documents, such as network architecture, infrastructure or topology as part of the Service Delivery Plan. Such information will provide the SDM and EAE additional information and will often lead to quicker issue resolution.

- Weekly Open Case Status Reviews
  - o The SDM will work with Customer to schedule and conduct weekly open case status calls to review the plan of action and ownership for every open Customer case. The EAE will also attend open case status calls.

- Quarterly Business Reviews
  - o The SDM will work with Customer to schedule and conduct Quarterly Business Reviews at the Customer location.
    - The SDM will examine and present:
      - The overall Service Delivery Plan. This is an ongoing report of the priorities between the two organizations and how F5 Premium Support layers in and delivers value.
      - Customer case history, trend analysis, and critical key performance indicators established in the Service Delivery Plan.

- Return Materials Authorization (RMA) requests, and analysis for patterns and trends. Such analysis can help identify systemic problems in the Customer environment or issues with F5 hardware, resolve the problems, and decrease the number of RMA events for a more reliable network.
- Customer specific results from the F5 BIG-IP iHealth service tool for v10 and later versions. (This capability requires the Customer to upload and run QKViews through F5's online BIG-IP iHealth service tool)
- Software and Hardware end of life and end of service reports.

- To prepare for upcoming events, the SDM will review plans for Customer migrations, upgrades, and new product installations to ensure successful transitions. The SDM will additionally discuss the latest F5 product information and software releases as they pertain to the Customer environment, from a supportability perspective
- Status from F5 Product Development teams of Customer product enhancement requests.
- The SDM will report on bug fixes available, or planned to be available, from the F5 Product Development teams that affect the Customer environment. This can contribute to planning maintenance schedules in order to minimize any required service interruptions.
- Quarterly reviews provide an opportunity for Customer to present any questions it may have regarding F5's provision of Premium Plus Support.

PROBLEM PRIORITIES AND RESPONSE

F5 will respond to Customer's requests for Service of currently supported Products in accordance with the following guidelines:

Severity Level	Initial Response Time*	Ongoing Contact	Comments
Sev1 (Site Down)	1 hour	Every 4 hours, until mitigation is offered or otherwise agreed	Upon providing a means to mitigate the issue, F5 will lower the Severity to **Sev2** for any follow-up actions such as cause analysis.
Sev2 (Site at Risk)	2 hour	Every 48 hours, until mitigation is offered or otherwise agreed	Upon mitigation, F5 will lower the Severity to **Sev3** for any follow-up actions.
Sev3 (Operation Impacted)	4 hours	Every 72 hours, until mitigation is offered or otherwise agreed	Upon mitigation, F5 will lower the Severity to **Sev4** for any follow-up actions.
Sev4 (General Information)	24 hours	Once a week, until mitigation is offered or otherwise agreed	

* F5 shall use commercially reasonable efforts to meet the Initial Response Times listed above. The Initial Response Time period shall begin once Customer has opened a service request ticket. To open a service request ticket, Customer must provide (i) the Product serial number; (ii) a detailed description of the problem with a corresponding Severity Level and the applicable log files (per AskF5 Solution article 2633); and (iii) a contact name and number for responding to the service ticket. Additionally Customer must work with F5 and provide resources who can remain actively engaged with F5 resources throughout the follow the sun process for a severity 1 case.

** Mitigation is defined as an offered solution to return the F5 product or situation to its stable state.

1 - Site Down - Software or hardware conditions on your F5 device are preventing the execution of critical business activities. The device will not power up or is not passing traffic.
Security issue - Critical business impact due to an attack or vulnerability.

2 - Site at Risk - Software or hardware conditions on your F5 device are preventing or significantly impairing high level commerce or business activities. The device is in degraded state that places your network or commerce at risk.
Security issue - Severe business impact due to an attack, vulnerability, compliance, or data at risk.

3 - Performance Degraded - Software or hardware conditions on your F5 device have degraded service or functionality for normal business or commerce activities. Network traffic through the device is causing some applications to be unreachable, or operate in a diminished capacity.
Security issue - Potential or partial business impact related to mitigation, audit results or vulnerability.

4 - General Assistance - Questions regarding configurations "how to". Troubleshooting non-critical issue or request for product functionality that is not currently part of the current product feature set.
Security issue - General security related questions and/or concerns which are not related to an immediate need.

General Terms and Conditions

Due to the flexible nature of F5 Networks products and deployment options, F5 Networks will not provide or infer any guarantee or assurances that the Customer's use of the product is correct from the standpoint of F5 Networks' recommended configurations. All deliverables or efforts that reference recommended practices or configurations may produce several configuration solutions that fall within the recommended practices or configuration umbrella.

The Customer's application and business requirements will dictate configuration direction and F5 Networks will provide appropriate and alternate recommendations based on solutions according to a number of factors, including but not limited to security, performance, features, functionality, troubleshooting, supportability and manageability. Several of these factors may have a contradictory effect on other aspects to the application or network architecture, and therefore judicious application of any configuration recommendations resulting from this engagement will require the Customer to perform a thorough evaluation of any potential advantages or disadvantages.