



THE WORLD RUNS BETTER WITH F5.

FOUR HOUR RMA AVAILABILITY AREA - APAC

4-Hour On-Site RMA

For business critical hardware, F5 offers customers within 80 kilometers of an Authorized RMA Depot the option to upgrade their existing Standard, Premium or Premium Plus maintenance contract's RMA service level agreements (SLAs) to 4-Hour On-Site service in the APAC region. Alternative options are available for Customers whose F5 products are outside the 80 kilometers range from these addresses. For complete details of this program, please contact your F5 Professional Services contact for additional information. Please refer to the matrix below for current, authorized APAC RMA depots.

COUNTRY		CITY	POSTAL CODE
AUSTRALIA	UNIT 4, DOCK 2, 14A BAKER STREET EAST BOTANY, NEW SOUTH WALES	SYDNEY	2019
AUSTRALIA	100-106 TURNER STREET PORT MELBOURNE, VICTORIA	MELBOURNE	3207
NEW ZEALAND	120 PAVILION DRIVE, AIRPARK 2, MANGERE	AUCKLAND ⁽¹⁾	2150
SINGAPORE	10 PANDAN CRESCENT, LOBBY LL3 #01-06, UE TECHPARK	SINGAPORE	128466
THAILAND	56/13 MOO, 2 PATTANACHONABOD 3RD KLONGSONGTONNUM, LADKRABANG	BANGKOK ⁽²⁾	10520
CHINA	UNIT 19-23, BUILDING10, ENJIXIYUAN 1 FUWAILIANGJIADIAN, HAIDIAN DISTRICT	BEIJING ⁽³⁾	100036
CHINA	1/2F BLOCK 15 BAOCHANGLI INDUSTRIAL PARK JINLONG 3RD ROAD, LONGGANG DISTRICT	SHENZHEN ⁽³⁾	518116
CHINA	NO. 325 GU CHEN ROAD	SHANGHAI ⁽³⁾	201906
HONG KONG	6023-6027W 6/F ASIA TERMINALS CENTER BERTH 3 KWAI CHUNG CONTAINER TERMINAL	HONG KONG ⁽⁴⁾	-
INDIA	XL 3 WAREHOUSE, INLAND CONTAINER DEPOT WHITEFIELD ROAD, KARNATAKA	BANGALORE ⁽⁵⁾	560066

NOTES

⁽¹⁾ Within Auckland City

⁽²⁾ Within Bangkok City

⁽³⁾ Only available to major districts in Beijing, Shenzhen & Shanghai only

⁽⁴⁾ Only available to non-Hong Kong Government Agencies related

⁽⁵⁾ Within 40 kilometers radius