



5 Reasons Why You Need F5 Maintenance Contracts

- 1. Strengthen Your Relationship.** Enables you to maximize customer ownership by maintaining contact. Getting your foot in the door was hard enough – sometimes, keeping it there is just as challenging. Increase customer satisfaction by ensuring you have “face time” with your customer at least once a year. You never know when customers are going to require additional products and or services. When they do, ensure that you’ll be the one they look to for help.
- 2. Decrease Support Costs.** Superior product knowledge is pivotal to superior product support. F5 Network Services Engineers (NSEs) receive continuous training updates and have been part of the F5 team for an average of 2 years. Ease your support burden with our knowledge of F5 products and the networking environments in which they’re deployed.
- 3. Expand Your Reach.** F5 Network Support Centers (NSCs) are strategically located around the world and made available to support your customer on demand¹. We’re available to support you and your customers, 24 x 7 x 365.
- 4. Get Fast Replacements.** We stock the warehouse so you don’t have to. F5’s 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 RMA² option).
- 5. Increase Revenue.** Service contracts power recurring revenue streams, year over year, every year. Maintaining recurring margins is as simple as ensuring your customer not only understands the value of maintenance contracts, but that they renew them.

Types of Services	Standard	Premium	Premium Plus ³
Contract Term	1-Year	1-Year	1-Year
Support Hours	8am - 6pm M-F, local time	24 x 7 x 365	24 x 7 x 365 ⁴
Support Level	Network Support Engineer Remote Technical Support	Network Support Engineer Remote Technical Support	Dedicated Network Support Engineers Remote Technical Support Technical Support Manager
Software Updates	Feature and Maintenance Releases	Feature and Maintenance Releases	Feature and Maintenance Releases
Advance Hardware Replacement	Yes	Yes	Yes
Escalation Guidelines	Yes	Yes	Yes
Online Support Tools	Yes	Yes	Yes

Notes:

1. You can purchase Standard Maintenance if you just need local business hour support, or alternatively, purchase Premium Maintenance if you want assurance of 24 x 7 support, 365 days a year.
2. 4 hour guarantee is restricted to some regions; availability varies by geography.
3. Premium Plus Service requires active Premium support agreements across all F5 appliances deployed within the enterprise in addition to a Premium Plus Service fee.
4. Dedicated Premium Plus support team is available 8am - 6pm M-F, local time. Off hours may be supported by a regional NSC.