



5 Reasons Why You Need F5 Maintenance Contracts

- 1. Product Expertise at Your Fingertips.** Supplement your organization's technical expertise with ours. F5 Network Services Engineers (NSEs) receive continuous training updates and have been part of the F5 team for an average of 2 years. They know F5 products and the networking environments they're deployed in.
- 2. Available When You Need Us.** We understand that businesses can't afford unresolved issues. F5 Network Support Centers (NSCs) are strategically located around the world and available to support you 365 days a year¹. When issues arise, your staff requires immediate access to technical experts who can ensure the fastest resolution possible. F5 offers supports program to fit your needs, not ours. Choose from one of three service levels that is right for your business.
- 3. Fast Replacements.** 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. F5 absorbs all shipping and custom charges for replacement units delivered to you, any where around the world, according to your shipping instructions.
- 4. Comprehensive.** Keep your product's defenses up to date with the latest software version. You'll have access to both the newest full feature software upgrades³ and code fixes as soon as they're available.
- 5. Convenient.** Access our online resources available 24 x 7 x 365. F5 has created the WebSupport and Ask F5™ portals for case submission, case tracking, Knowledge Base and FAQ searches, and more. All WebSupport communications are logged to ensure correspondence and recommendations are available on demand.

Types of Services	Standard	Premium	Premium Plus ⁴
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
Support Level	Network Support Engineer	Network Support Engineer	Dedicated Network Support Engineers Technical Account Manager
Escalation SLAs	Yes	Yes	Yes
Advance Replacement	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 7 365 days a year.
2. 4 hour guarantee is restricted to some regions; availability varies by geography.
3. Some of the new software modules/options may be chargeable.
4. Premium Plus Service requires active Premium support agreements across all F5 appliances deployed within the enterprise in addition to a Premium Plus Service fee