



EMEA Expedited Services Maintenance form

CRITICAL LINK TO HIGH CUSTOMER SATISFACTION

Dear Partners,

In an aim to ensure consistently **high customer satisfaction and time-sensitive level of service**, F5 is introducing a Maintenance form for all services **with or without** expedited RMA contract purchased to F5.

The form is also a requirement for new units purchased, even if there is no service contract or expedited RMA purchased. This is to ensure that F5 is aware of the physical location of the units in the event of a replacement unit being required.

Please read the instructions below as the form will need to be provided together with your Support, Product and Expedited Services POs, effective immediately.

Purpose of this document:

The business purposes of this document are:

- For RMA-2 or RMA3 options, to ensure that F5 has the data required to properly stock RMA support hardware.
 - To allow F5 to register the serial number(s) to the correct Customers site in our F5 Support database and provide replacement unit in case of RMA to the right address/contact and to ensure that our Customers and Partners are able to access F5 Technical Support (Web Support / Phone Support).
- For registering additional users per site please email CSP@f5.com with the names and contact details.

Form submission:

It is the Reseller's responsibility to ensure the units listed are based on current Customer's production site estate and confirm their production locations prior to submitting this form.

This form does not require a signature but does require the name and company of person completing the form.



EMEA Expedited Services Maintenance form

IMPORTANT SERVICE MANAGEMENT CHANGES:

F5 consistently strives to improve upon our services to our partners and end users. To this end, we continue to expand our 4 hour RMA service through the addition of depots.

As a reminder, the 4 hour period commences at the time that the NSE has received the RMA template from the customer/partner and put forward a request for the appliance to be exchanged, and not from the time the customer has made the initial call for support.

Please note that customers previously outside of the servicing depot range, and thus serviced via a hot spare, may now fall into depot range. These contracts will be supported from the appropriate depot, and F5 will require the return of any hot spares.

A list of current depot locations can be found at <http://www.f5.com/about/guidelines-policies/> under the “4 Hour Onsite RMA Service” section.

Customers that fall **outside** the Availability Area for RMA-3 **MAY AT F5's DISCRETION**, be supplied an F5 owned hot spare unit onsite. This **must be pre approved** by F5 Expedited Services Team, as F5's method of fulfilling the 4 hour delivery service in the absence of a serviceable depot. A signed loan agreement will be required, in addition to this Maintenance form. In cases where the end-user has multi-production site addresses, please have one exhibit A (within the loan agreement) provided for each location with exact repartition of serial numbers per site listed in Exhibit A. Spare stocking ratios are set at F5's discretion.

In the event that a depot is opened at a future date that can service the customer's location, the return of the spare will be expected forthright.

F5 will make a reasonable effort to match the current configuration of the supported hardware, however, **it is the customer's duty to notify F5 in writing of any hardware configuration changes or changes to the physical location of hardware covered by this agreement.**

F5 requires up to ten business days to implement necessary changes to support the new configuration and/or location. If change notification is not made, F5 will take responsibility only for the configuration on file. **Notification may be made via email to RMACHanges@F5.com.**



The information requested on this form is per production site. **Please copy this for each individual site location.**

Fields with an * must be completed otherwise form will be rejected.

Unit Platform/s *			
s/n of units on site (for service renewal) *			
For new sale and initial service leave blank if s/n not known.			
f5 Site ID (for F5 use only)			
Customer Name (units owned by) *			
Physical Installed site address (if at a hosted facility, please provide name of host in addition to street address) *			
City *			
Postal Code *			
County			
Country *			
Management Company / RMA Technical Contact			
First Name: *		Last Name *	
E-mail: *			
Telephone: *			
	Country Code	Area Code	Telephone Number
			Extension

In the event of RMA, replacement unit to be shipped to physical installed address listed above. If this is acceptable, please enter YES in shaded Box. If this is not ok, please enter NO and provide the alternate ship-to address.	
enter YES or NO*	

Form Completed by: *
Name:
Company:

Alternate Ship-To Address at Time of RMA *if* delivery address does not match Physical Installed At Address listed above.	
Name of Company	
Street and Number	
City, State, Post code	
Country	

Please Note the information on this form will be used to update F5 records and RMA spares will be stocked based upon the information provided
Incorrectly presented information could lead to failure of RMA SLA for which F5 cannot be apportioned blame.



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Customer Name (units owned by) *			
in addition to street address) *			
City *			
Postal Code *			
County			
Country *			
Management Company / RMA Technical Contact			
First Name: *		Last Name *	
E-mail: *			
Telephone: *			
	Country Code	Area Code	Telephone Number Extension

In the event of RMA, replacement unit to be shipped to physical installed address	
enter YES or NO*	

Form Completed by: *
Name:
Company:

Alternate Ship-To Address at Time of RMA *if* delivery address does not match Physical	
Name of Company	
Street and Number	
City, State, Post code	
Country	

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