



F5 Customer Support Guidelines & Policies

F5 Customer Support

Remote technical support is available for all F5 customers with eligible support contracts. Annual support services can be purchased from your reseller. The following Standard, Premium, and Premium Plus support levels are available:

Types of Services	Standard	Premium	Premium ⁴ ⁵	Premium Plus ²
Contract Term	1-Year	1-Year	1-Year	1-Year
Support Hours	8am – 6pm M-F, local time	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365 ³
Support Level Engineer	Network Support Engineer Remote Technical Support Standard iRules Support	Network Support Engineer Remote Technical Support Premium iRules Support	Network Support Support Engineers Remote Technical Support Premium iRules Support	Dedicated team of Network Remote Technical Support Technical Support Manager Senior Level Network Support Engineers Premium iRules Support Priority in the support queue Priority in case escalation path Regularly scheduled case and status reports
Software Updates	Feature & Maintenance Releases	Feature & Maintenance Releases	Feature & Maintenance Releases	Feature & Maintenance Releases
Advance Hardware Replacement	Yes	Yes	Yes	Yes
Escalation Guidelines	Yes	Yes	Yes	Yes
4-Hour On-Site Service Upgrade⁴	Optional	Optional	Included	Optional

NOTES:

¹ 4 hour delivery with technician is restricted to some regions; availability varies by geography. Products with active service maintenance contracts deployed within 50 miles of an F5 Authorized RMA depot are eligible to upgrade.

A list of Authorized depots is available at <http://www.f5.com/about/guidelines-policies/>

² Premium Plus Service requires active Premium support agreements across all F5 units deployed within the enterprise in addition to a Premium Plus Service fee.

³ Dedicated Premium Plus support team is available 8am – 6pm M-F, local time. Off hours may be supported by a regional NSC.

⁴ All F5 products with active service contracts are eligible and will receive replacement delivery with a technician, if elected, within 4 hours. Please check with your in-country F5 Authorized Sales Representative for offering availability.

⁵ Premium4 Service is limited to ARX products with active service maintenance contracts deployed within 50 miles of an F5 Authorized RMA Depot.

⁶ F5 requires Service contracts be purchased for all add-on software modules purchased during initial service contract purchase and renewal.

Our Commitment

At F5, we are constantly striving to improve our service and create closer customer relationships. F5 Customer Support is committed to provide consistently professional high-quality service. This means that at all times:

- We expect our Network Security Engineers (NSEs) to conduct themselves professionally.
- We are committed to providing the best customer experience possible.
- You will be treated with respect and given every consideration possible.
- Our goal is to provide our customers with resolutions the first time, every time.
- You have a right to request manager escalation for unresolved or “network down” issues.

Scope of Support

F5 Customer Support is designed to remotely assist you with specific break-fix issues regarding on going maintenance of your F5 products. All F5 products come with a one year manufacturer’s hardware warranty and 90 days of software media warranty. Technical support is limited to F5 products with active support contracts. Subscribers who require additional levels of support from our support team may opt to upgrade to Premium Support, which includes 24 x 7 support.

- F5 Customer Support is not designed to walk you through the installation process. If you need comprehensive installation assistance, you may opt for onsite installation services from your local authorized F5 reseller or through F5’s Professional Services Organization.
- iRules® support is available on two levels, dependent on the support level. Standard iRules support provides basic syntactical review for all customers with active standard support maintenance contracts. Premium iRules support adds validation, troubleshooting, and functional testing of a scripted iRule, and is included with Premium and Premium Plus service maintenance contracts. Additional resources for iRules support include F5’s DevCentral <http://devcentral.f5.com> community. This is your source for tools, techniques, and collaboration to help you build solutions with iControl and iRules that enable applications to work in concert with the underlying network. To receive assistance with short-turnaround script creation requests, try F5’s iRules OnDemand service <http://www.f5.com/training-support/professional-services/offerings/irules-on-demand.html>, which can usually handle a request within one business day.
- For assistance with planning, design, deployments, upgrades, migrations, optimization and application verification to ensure a highly available, scalable and secure infrastructure, please contact F5 Professional Services for detailed quotes that include a comprehensive Scope of Work (SOW) statement.

Support Hours



F5 support hours are built around your core business hours. We staff F5 Network Support Engineers continuously from 24 x 7 x 365. Regardless of where your offices are located throughout the world, F5 Technical Support is available during your business day.

Response Times



F5 targets aggressive response times for all incoming cases. If a technician is not immediately available to help you, a Customer Care Representative will log your call in our case response system and issue you a case number.

Managerial Escalation



If at any time you believe that a case is not being handled in accordance with the service levels within your support contract or you wish to comment on the way a particular case is being addressed by an NSE, please feel free to contact F5 Support and request to speak with a Technical Support Manager.

Service Levels & Case Definition for Priority

F5 is in the business of supporting our customers, their applications and the networks they run over. To meet our customer's needs, F5 Network Support Centers (NSCs) are strategically located throughout the world to ensure we're always there when needed. All regional NSCs uphold the following Management Escalation Guidelines to ensure that the appropriate resources are utilized to resolve all technical issues as efficiently as possible. F5 will endeavor to respond to Site Down (Severity 1) and Site at Risk (Severity 2) calls within one and four hours respectively. Understanding that unforeseen events could delay attempts, F5 expects that the majority of Severity 1 and Severity 2 calls will be responded to within this service Level, but such the service response times are not guaranteed.

When you contact F5 Customer Support, a member of our support staff will work with you to assign an appropriate severity level to your issue in accordance with the definitions below:

Case Severity	Definition	Targeted Response
Site Down (Severity 1)	All network traffic has ceased, causing a critical impact to your business.	One Hour
Site At Risk (Severity 2)	Primary unit has failed resulting in no redundancy. Site is at risk of going down.	Four Business Hours
Performance Degraded (Severity 3)	Network traffic is partially functional causing some applications to be un-reachable.	Eight Business Hours
General Assistance (Severity 4)	Questions regarding configurations "how to". Troubleshooting non-critical issue or requests for product functionality that is not currently part of the current product feature set.	Next Business Day

Response is defined as "time from when the F5 case was created to when a Network Support Engineer first attempts to contact the call initiator for troubleshooting and updates the case log reflecting this action".

Manager Notification Guidelines

F5 Network Support Centers (NSCs) offers escalation management to customers with current service agreements in accordance to the following escalation guidelines:

Owner	Site Down (Severity 1)	Site At Risk (Severity 2)
Manager Technical Support	Immediate	4 hours
Director Support Services	Immediate	12 hours
Director Engineering Services	4 hours	24 hours
Sr. Vice President Operations	24 hours	

NOTE: These escalation timeframes are to be used as guidelines and are not a substitute for sound business practices.

**Immediate
Manager Notification**

Expectations

When a case is logged as Site Down (Severity 1), our Network Support Managers are immediately notified. The managers are responsible for ensuring the case is assigned within the appropriate timeframe to an appropriately skilled Network Support Engineer.

Severity 1 Report

It is the responsibility of the management team to ensure that a “hand-off” of all unresolved Site Down (Severity 1) issues is documented in a Daily Severity 1 Report. The purpose of this report is to ensure that the status of all unresolved Site Down (Severity 1) issues are actively tracked by our Network Support Managers.



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