



F5 Technical Support Services Guidelines and Policies

F5® Technical Support is designed to remotely assist you with software and hardware issues related to the operation of your F5 products. F5 Network Support Centers are located worldwide to provide assistance during your business hours. All Network Support Engineers follow our Quality Management System processes and procedures based on the severity level of your situation to ensure the best experience possible.

Scope of Support

F5 offers several support options, so you can be confident your organization has the level of care it needs, when it needs it.

MAINTENANCE AGREEMENTS

All F5 products come with a one-year manufacturer's hardware warranty and a 90-day software media warranty. Technical support is limited to F5 products with active support contracts.

CONTRACT SUPPORT LEVELS

Annual support agreements are available for Standard hours, which includes 10x5 support, or Premium hours, which includes 24x7 support. Expedited RMA Services and Maintenance Add-On Packages are also available.

iRULES AND iAPPS SUPPORT

Standard and Premium support include F5 iRules® scripting language and F5 iApps™ template assistance. Standard iRules and iApps support provides basic troubleshooting help for customers with active Standard support maintenance contracts. In addition to Standard iRules and iApps support, Premium support includes validation, troubleshooting, and functional analysis of scripted iRules and iApps templates.

To receive assistance with short-turnaround script creation requests, use the iRules OnDemand™ service, which can usually handle a request within one business day. For assistance with iApps templates, use the Consulting OnDemand service, which usually handles a request within one to two business days.

You can find additional resources for iRules assistance and iApps templates at the F5 DevCentral™ online community. DevCentral includes tools and techniques to help you build solutions with iRules and the F5 iControl® API, enabling applications to work in concert with the underlying network. You can also find new supported iApps templates that are flexible and easy to use for deploying and managing application services.

INSTALLATION

For comprehensive installation assistance, you can purchase on-site installation services through F5 Professional Services or your local authorized F5 reseller. F5 Technical Support does not provide remote installation services.

PROFESSIONAL SERVICES OFFERINGS

For assistance with planning, design, deployments, upgrades, migrations, optimization, and application verification, contact F5 Professional Services. A consultant will provide a detailed quote that includes a comprehensive Scope of Work (SOW) statement.

Network Support Centers

F5 Network Support Centers are strategically located for partners and customers in the Asia-Pacific region, Japan, Europe, the Middle East, Africa, and the Americas. Regionally located support centers enable F5 to provide support in a number of languages through native-speaking support engineers who are available when you are, during your business day. Globally dispersing Network Support Centers allows for cases to truly “follow the sun,” which means Network Support Engineers are available to provide help when you need it.

Case Severity Definitions and Response Times

All F5 Network Support Centers uphold the following case severity definitions and target response times to ensure that the appropriate resources are used to resolve all technical issues as efficiently as possible.

F5 will endeavor to respond to Severity 1 issues within thirty minutes. Understanding that unforeseen events could delay attempts, F5 expects that most Severity 1 issues will be responded to within this service level.

Initial response is defined as the time from when the F5 case was created to when a Network Support Engineer first attempts to contact you for troubleshooting, then updates the case log to reflect this action.

CUSTOMER SUPPORT COMMITMENT

F5 is committed to helping you get the most value from your F5 solutions. As an F5 customer:

- You will receive consistently professional, high-quality service.
- Your customer experience will be the best possible.

SEVERITY 1 (URGENT)

SITE DOWN

Initial Response: 30 min (phone only)

Software or hardware conditions on your F5 instance are preventing the execution of high level commerce or critical business activities, including remote access to critical applications. The instance will not power up or is not passing traffic to the detriment of business-critical applications.

Security Issue:

Critical business impact due to an attack or vulnerability.

SEVERITY 2 (HIGH)

SITE AT RISK

Initial Response: 2 hrs

Software or hardware on your F5 instance is significantly impairing business activities, including remote access to critical applications. The instance status is putting your network or commerce at risk.

Security Issue:

Severe business impact due to an attack, vulnerability, compliance, or data at risk.

SEVERITY 3 (MEDIUM)

PERFORMANCE DEGRADED

Initial Response: 4 hrs

Software or hardware on your F5 instance is degraded and this could further impact your traffic or business-critical applications.

Security Issue:

Potential or partial business impact related to mitigation, audit results or vulnerability.

SEVERITY 4 (LOW)

GENERAL ASSISTANCE

Initial Response: 24 hrs

General questions and troubleshooting of non-critical F5 software or hardware instances. Requests for product functionality or solutions which are not currently part of the solution.

Security Issue:

General security related questions and/or concerns which are not related to an immediate need.

When a case is logged as Severity 1, F5 Network Support Managers are immediately notified to ensure the case is assigned within the appropriate timeframe to an appropriately skilled Network Support Engineer.

To learn more about F5 Technical Support Services,
contact services@f5.com.

