Standard and Premium Support

TECHNICAL SUPPORT SERVICES DATASHEET

Maintain Your F5 Solution with Fast, Reliable Support

In a world where change is the only constant, you rely on your F5® technology to deliver, no matter what turns your business takes. As challenges arise, quickly finding the best solution for your business can mean the difference between IT crisis and IT agility.

Both F5 Standard (10x5) and Premium (24x7) support include remote assistance both online and over the phone, proactive support for planned maintenance, advance Return Materials Authorization (RMA) replacement, software upgrades, and help with F5 iRules®. You can upgrade either Standard or Premium support with Expedited RMA Services and Maintenance Add-On Packages. In addition, F5 provides many free, self-service resources to help you get the most from your F5 investment.

Key benefits

Keep your business running
Receive fast, knowledgeable help with questions or issues regarding your F5 technology, so you can keep delivering the services on which your business depends.

Prepare for known events
Fast-track support for scheduled maintenance to minimize time spent opening a new case.

Increase flexibility
Make the most of the flexibility provided by iRules scripts to customize your F5 devices. With Standard and Premium support, F5 experts provide iRules assistance in troubleshooting, checking syntax, and validating logic.

Enhance ROI
Get more value from your investment by using the resources on F5.com to search the knowledge base, expand your skill set, and interact with the F5 developer community.

Standard and Premium Support Features

From F5-trained Network Support Engineers to online tools and software downloads, you'll find a range of F5 resources to provide the right level of support for your organization.

The difference between Standard and Premium support levels is in support hours.

Expert Assistance When You Need It

Count on F5 Support to provide the help you need, when you need it. F5's worldwide customer support organization has implemented an ISO 9001:2015–compliant Quality Management System that ensures F5 adheres to documented processes and procedures and continues to improve its delivery of customer support. With ISO compliance, you can be confident you'll receive consistently excellent service.

Network Support Centers

F5 Network Support Centers are strategically located for partners and customers in APAC, Japan, EMEA, and North America. Globally dispersing Network Support Centers allows F5 to provide support in a number of languages through native-speaking support engineers who are available when you are, during your business day.

- Standard support hours are Monday through Friday, 8:00 a.m. to 6:00 p.m., your local time.
- Premium support hours are around the clock, 365 days a year.

Network Support Engineers

F5 Network Support Engineers have extensive knowledge of F5 technology and receive continuous training in the latest features and updates to F5 products. When you contact Support, your call will be routed to the best subject matter expert for your case.

WebSupport Portal

F5's WebSupport Portal provides you with more flexibility and fast access to F5 Network Support Centers, at any time. Quickly create new support cases, receive an automated case number, read case details and updates, upload troubleshooting attachments, and more. Online help is always available.

Proactive Case Management

With Proactive Case management, you can alert F5 Support of upcoming scheduled maintenance on your F5 devices. That way, if you do need assistance, you'll save the time spent opening a new case and providing diagnostic files, and F5 Network Support Engineers can be quickly assigned to your case.

iRules Support

F5 will provide basic support for existing iRules to:

- Check iRule syntax
- Assist in troubleshooting iRules
- Validate iRule logic against functional requirements to F5's reasonable effort

The iRule must have been operating prior to contacting F5 support. F5 Support Services will not provide concept, design, authoring, or creation of the iRule. Additional assistance is available through DevCentral and F5 consulting services.

Software Upgrades and Updates

New software releases are available at no charge for support units.

Self-Service Resources

To get the most value from your F5 solution investment, explore the resources provided by the AskF5™ Knowledge Base and the F5 DevCentral online community.

AskF5 Knowledge Base

Consider AskF5 as your first source for answers. Visit the AskF5 website for software downloads, licensing tools, product guides, release notes, solutions to known issues, and how-to information. You can also sign up to receive security email alerts and product-specific RSS feeds.

F5 DevCentral

Join an online, developer community of more than 300,000 F5 users worldwide who collaborate and share innovations, including code samples, new techniques, and other tips.

Expedited RMA Services

Expedited RMA Services include options for Next Business Day delivery, 4-hour delivery, and for a technician to install the product for you. All levels include advance replacement.

Customers with Standard or Premium support can upgrade to Expedited RMA Services. RMA requests can be submitted only during supported hours, in accordance with the unit's base maintenance contract.

Maintenance Add-On Packages

Maintenance Add-On Packages offer an opportunity for you to proactively improve your IT infrastructure and better align IT with business goals on an ongoing basis.

Customers with Standard or Premium support levels can purchase Add-On Packages.

Service Delivery Manager

The Service Delivery Manager add-on provides a Service Delivery Manager (SDM) to assist in facilitating communication between your business owners and F5 technical resources to identify and anticipate issues. During escalation, your SDM serves as a single point of contact and conducts calls for Severity 1 (site down) priority case management until the issue is resolved.

Premium Plus

The highest level of support, Premium Plus provides a dedicated team of F5 Network Support Engineers who become familiar with your unique business environment and objectives, an SDM, and a dedicated phone line for your calls. Weekly status meetings and quarterly in-depth reviews provide an opportunity for you to work with your F5 team to address current issues and help you reach future goals. For immediate needs, your calls receive the highest priority status.

You can purchase a Premium Plus Add-On to your Premium support agreements.

Standard and Premium Support Level Comparison

Maintenance Agreement Features	Standard	Premium
10x5 support availability (M–F, 8am–6pm, your local time)	✓	
24x7 support availability		✓
AskF5 Knowledge Base access	✓	✓
WebSupport Portal access	✓	✓
Response to site-down calls within 30 minutes (phone only)	✓	✓
RMA advance replacement*	✓	✓

*Upgrade to Expedited RMA Services available

Add-On Packages Comparison

Add-On Package Features	SDM	Premium Plus
Severity 1 priority case management	✓	✓
Priority placement in the Support phone queue	✓	✓
Immediate Support Manager notification upon case creation	✓	✓
Regularly scheduled case generation and status reports	✓	✓
Quarterly onsite review	✓	✓
Top priority in case escalation path	✓	✓
Dedicated senior Technical Support team familiar with your environment		✓

F5 is committed to helping you keep your F5 technology in peak performance. If your organization requires a level of support not included in Standard or Premium support, or the Maintenance Add-On Packages, contact services@f5.com to find out about additional services and custom consulting.

More Information

To learn more about F5 Technical Support Services, visit f5.com or contact services@f5.com. For additional assistance with iRules development, contact F5 Professional Services at consulting@f5.com.