



## F5 Premium Plus 24X7 Service Description

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### Service Overview

F5 Networks offers several levels of maintenance and support services. Premium Plus delivers the highest level of technical support and proactive services. With Premium Plus, customers are positioned to keep pace with technology changes and benefit from streamlined support and maintenance.

Premium Plus customers receive priority support status at F5, with business hours access to a designated senior-level, F5-certified Enterprise Account Engineer (EAE) and a Service Delivery Manager (SDM).

The designated Enterprise Account Engineer gains a deep knowledge of the customer's environment, issues, and goals to provide the best support possible and is focused on the customer's specific needs. The EAE ensures proactive service delivery and risk mitigation, to maintain and increase high availability and facilitate the support service for the customer.

Premium Plus customers receive a dedicated phone line for support requests and your F5 team worldwide is immediately notified when you submit a request through the F5 Network Support Centers.

The SDM works proactively with you to outline a custom Service Delivery Plan, which includes all the standard deliverables described in this service description, if appropriate, and any key initiative you and the SDM have agreed to focus on. The plan includes priorities and conditions of satisfaction and it is reviewed quarterly to ensure its relevance in supporting you to meet your goals.

The SDM serves as a primary point of contact for management escalations within F5.

The SDM helps you bringing your product enhancement requests to the attention of the F5 product development teams and tracks their progress on your behalf.

Overall Premium Plus ensures continued service delivery and risk mitigation, all designed to help improve the agility, efficiency, and effectiveness of your business.

This Service Description details the terms under which F5 Networks Premium Plus service is delivered to your organization.

### Service Terms and Conditions

- By providing a Purchase Order for the Premium Plus service to F5 Networks, the Customer accepts the tasks, assumptions, limitations, responsibilities, schedule, terms and conditions described herein.
- The Premium Plus service is a 12-month subscription service. The base level service includes 1/3 of a Service Delivery Manager and a designated Enterprise Account Engineer.
- Work will be performed remotely from an F5 location, unless otherwise agreed in writing.
- Premium Plus support is delivered 7 days a week 24 hours a day. Telephone Support includes: operational support, problem identification and diagnostics, problem resolution, and available work-around solutions. If an EAE is not available at the time of a call, the call will roll over to the next available Network Support Engineer (NSE) at the top of the F5 queue. These cases will be monitored by your SDM and EAE and case ownership may move to the assigned EAE if appropriate.
- The SDM and EAE are available during the business hours of the Country in which they operate (5 days per week, 8 hours per day), as communicated at the time the customer purchased the service. The escalation service is available 7 days per week, 24 hours per day, through the Duty Manager.



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Operation reviews (open case status reviews, and quarterly business reviews) will be held between 9:00 am and 6:00 pm, local time, Monday through Friday, excluding F5 holidays.

- Premium Plus is an add-on service to F5 Premium Support; as a result, all F5 equipment in the Customer environment must be registered for Premium Support service while Premium Plus service is active.

### Service Deliverables and Responsibilities

| Deliverables                            | F5 Responsibilities  | Customer Responsibilities  |
|---|--|--|
| Named Enterprise Account Engineer (EAE) | <p>F5 choose and assign a designated Enterprise Account Engineer for customer technical support interaction, on the basis of the primary area of F5 technology employed by the customer. The EAE covers the primary skill sets of your environment but does not have all the skills sets or modules likely employed within a customer's environment.</p> <p>If additional areas of module expertise are required from an EAE, F5 can make these available at an additional fee.</p> <p>The EAE is the primary technical support contact when the Customer communicates with F5 for problem resolution.</p> <p>The EAE engages with the Customer within 15 days of the services initiation to become familiar with the Customers network, critical applications and IT direction.</p> |  |
| Named Service Delivery Manager          | <p>F5 assigns a designated Service Delivery Manager for interacting with the Customer.</p> <p>The SDM is responsible for the overall customer support experience.</p> <p>The SDM is an advocate within F5 and becomes familiar with the Customer's critical applications, priorities and IT direction.</p>   | <p>Provide a key Designated Engagement Manager (DEM) to serve as the primary interface to the F5 SDM during the service period.</p> <p>The DEM has the necessary skill, knowledge and expertise to set priorities, align resources, within the Customer environment, and to arrange or provide necessary information to the F5 team as needed. The DEM is the main recipient for status reporting from F5 to the Customer.</p> |



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| Deliverables          | F5 Responsibilities   | Customer Responsibilities   |
|-----------------------|---|---|
|                       | <p>The SDM provides focus on Customer's specific solution and on the relationship as opposed to a transaction focused support.</p> <p>The SDM acts a liaison between the customer and F5 groups such as Product Management and Product Development, facilitating communication and updates.</p>   | <p>During the full course of the service, provide F5 with appropriate information, guidance and technical resources, including detailed information and hands-on assistance, as required to assist in solving Customer related issues.</p> <p>Respond to information requests in a reasonable and timely manner. Any delays may impact F5's ability to provide timely resolution to open support cases or proactive initiatives.</p> <p>If required, provide appropriate workspace for F5 personnel to comfortably work between meetings with the Customer. Internet and phone access will be provided to F5 personnel at no charge</p> |
| Service Delivery Plan | <p>The SDM creates a Service Delivery Plan (SDP), with input from the Customer. It is reviewed quarterly as part of the QBR, to validate actions, priorities, and conditions of satisfaction.</p> <p>The SDP consists of three parts:</p> <p><u>Review</u> - It includes activities and reports that provide the Customer with insights on the service delivered during the previous quarter. It also includes details of the current Customer's F5 environment.</p> <p><u>Operate</u> - It includes the day-to-day activities that enhance the customer's experience of the F5 service.</p> <p><u>Optimize</u> - It includes the planned actions (F5 and Customer's) to ensure continuous improvement of the F5 technology and service</p> <p>The purpose of the plan is to ensure that the customer's evolving expectations are met, F5 Technology is used at its</p> | <p>Provide insightful inputs to the Service Delivery Plan.</p> <p>Provide updates as business priority shifts or new initiative/projects come into scope.</p> <p>Customer has the option to provide reference documents, such as network architecture, infrastructure or topology as part of the Service Delivery Plan. Such information will provide the SDM additional information and will often lead to quicker issue resolution.</p>   |



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| Deliverables              | F5 Responsibilities  | Customer Responsibilities   |
|---------------------------|--|---|
|                           | best and the level of satisfaction for the overall service is high.  |   |
| Dedicated Phone Access    | F5 provide a dedicated premium plus phone number for the Customer to submit requests with priority access to F5 technical resources.   |   |
| Support Team Notification | Whenever possible, F5 route incoming Customer calls to the assigned EAE.<br><br>The SDM is also immediately notified of all new Customer open cases to assist in their priority and resolution.  |   |
| Escalation Management     | <p>The SDM is the primary point of contact for escalations within F5.</p> <p>The SDM is immediately notified of all new service requests to assist in their priority and resolution</p> <p>The SDM consolidates communications and all required activities under a single customer contact with responsibilities and authority to achieve resolution. They manage executive linkages and work with customer side leaders in reviewing and improving upon any incidents.</p> <p>Escalation management is available 7-days per week, 24-hours per day.</p> <p>SDM creates a joint escalation manual in conjunction with the client, outlining how a case should be opened and actioned with technical and leadership personnel from both companies. The manual is kept updated and distributed by the SDM and DEM.</p> <p>On request, the SDM can create a postmortem report following an incident.</p> <p>On request the EAE can create a Root Cause Analysis Report.</p> | <p>Notify SDM as soon as assistance is required, to locate and coordinate appropriate F5 technical resources.</p> <p>Cooperate with the SDM to keep the escalation manual updated and available to whom should access it.</p> |
| Customer Satisfaction     | The SDM is also responsible for the overall result of the customer satisfaction surveys sent when service  | Respond to customer satisfaction surveys in an open and clear way.  |



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| Deliverables              | F5 Responsibilities   | Customer Responsibilities  |
|---------------------------|---|--|
|                           | requests are closed. The SDM identifies causes of dissatisfaction and makes recommendations for improvement, which are part of the Service Delivery Plan.   |  |
| Learning Opportunities    | <p>The SDM works with the customer side leadership for a Customer Operational Readiness Assessment (CORA). CORA helps to identify knowledge gaps and learning opportunities, to ensure that the Customer gets the most out of the F5 services and products.</p> <p>SDM gives the customer a list of immediately accessible trainings on LearnF5, the F5 Education and Training site.</p> <p>The EAE provides knowledge transfer in Lunch and Learn sessions.</p>  | <p>Assist SDM to engage end-users so that they can provide responses to the CORA survey.</p> <p>Request knowledge transfer sessions on specific topics.</p>  |
| Proactive Case Management | <p>The SDM makes sure that the Customer open a Proactive Case for any planned maintenance activity on the F5 solution and provide all the necessary information.</p> <p>The SDM then highlights the customer planned work internally, so that the correct level of attention is brought to the work by the relevant teams and they are ready to react promptly should the customer need help.</p> <p>The EAE reviews proactive Service Requests, in advance of any major maintenance windows, when prior notice has been given, and with details of the maintenance plans.</p> <p>If agreed upon by both parties, a technical resource can be made available for assistance during a defined change window.</p> <p>The EAE can review the customer MOP (Method of Procedure) for reassurance.</p> | <p>Give at least one weeks' notice and work with their SDM to ensure a complete Proactive Case is created with all the necessary information e.g.:</p> <ul style="list-style-type: none"><li>• serial number(s) affected</li><li>• date / time of change window</li><li>• change description</li><li>• roll-out plan</li><li>• diagnostics (including QKView and other logs).</li></ul> <p>Create the Method of Procedure (MOP).</p> |



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| Deliverables                     | F5 Responsibilities   | Customer Responsibilities   |
|----------------------------------|---|---|
| Weekly Activity Reviews          | <p>The SDM produces a weekly report, which is a summary of the status of open cases, resolution details of closed cases. The report also includes a list of RMAs, the Bug report, and the Requests for Enhancement (RFE) report.</p> <p>The SDM works with the Customer to schedule and conduct one weekly call to review the plan of action and ownership for every open Customer case.</p>  | <p>Read the Weekly Activity Review and feedback accordingly.</p> <p>Attend the Weekly Activity Review and provide feedback.</p>   |
| Security Advisory (CVE Report)   | <p>The SDM provides a monthly Common Vulnerabilities and Exposures (CVE) updates and security articles updates.</p>   | <p>Check if CVEs affect the customer's environment and apply fixes if appropriate.</p>  |
| Quarterly Business Reviews (QBR) | <p>The SDM works with the Customer to schedule and conduct one Quarterly Business Reviews at the Customer location or remotely if desired.</p> <p>The SDM will examine and present:</p> <ul style="list-style-type: none"><li>• The overall Service Delivery Plan.</li><li>• Customer case history, trend analysis, and assess critical key performance indicators established in the Service Delivery Plan.</li><li>• Return Materials Authorization (RMA) requests, and analysis of patterns and trends. Such analysis can help identify systemic problems in the Customer environment or issues with F5 hardware, resolve the problems, and decrease the number of RMA events for a more reliable network.</li><li>• Customer specific results from the F5 BIG-IP iHealth service tool for v10 and later versions (This capability requires the Customer to upload and run QKViews through F5's online BIG-IP iHealth service tool).</li></ul> | <p>Attend the Quarterly Business Review.</p> <p>Provide a room at the Customer's location and conference calls facilities.</p> <p>Provide serial numbers of installed F5 devices to assist in lifecycle planning.</p> |



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| Deliverables  | F5 Responsibilities   | Customer Responsibilities |
|---------------|---|---------------------------|
|               | <ul style="list-style-type: none"><li>• Software and Hardware end of life and end of service risk assessment and reports (Software and Hardware Lifecycle report).</li><li>• Plans for Customer migrations, upgrades, and new product installations to ensure successful transitions.</li><li>• Latest F5 product information and software releases as they pertain to the Customer environment, from a supportability perspective</li><li>• Status from F5 Product Development teams of customer product enhancement requests RFE).</li><li>• Bug Fixes available, or planned to be available, from the F5 Product Development teams that affect the Customer environment. This can contribute to planning maintenance schedules in order to minimize any required service interrupts.</li></ul> <p>Quarterly reviews provide an additional opportunity to discuss Customer's satisfaction with F5 Support and identify ways to continue to improve service.</p> |                           |
| Bug Scrubs    | <p>Bug Scrubs list unresolved bugs which may affect the customer. This list can be based on a Software version, products and/or Hotfix.</p> <p>They are provided by the EAE on customer demand once a year.</p>   | Request Bug Scrub         |
| Health Checks | <p>This is a detailed analysis of log files, checking known issues and vulnerabilities, to provide a report on the health of a pair of customer devices. It</p>   | Request Health Check.     |





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| Deliverables | F5 Responsibilities  | Customer Responsibilities |
|--------------|--|---------------------------|
|              | contains recommendations of how to reduce the risk of downtime. The EAE will perform one Health Check per quarter, consisting of one High Availability pair of BIG-IPs (1 vCMP). |                           |

### Limitations

The following limitations apply to the Premium Plus 24x7 service:

- The SDM is available during the business hours (5-days per week, 8 hours per day, 9:00 am to 6:00 pm) of the Country in which he/she operates.
- The SDM will conduct one regularly occurring weekly case review call and one QBR meeting per purchase agreement.

### Optional Services

The following list of services is available to augment the Premium Plus service:

- Additional regular case reviews or case reporting
- Additional Quarterly Business Reviews or Monthly Business Reviews
- Customer requested reporting/analysis above the normal QBR template
  - Ex. Customer specific scorecard

If additional services are purchased, they will be noted and tracked in the Service Delivery Plan.

### General Terms and Conditions

Due to the flexible nature of F5 Networks products and deployment options, F5 Networks will not provide or infer any guarantee or assurances that the Customer's use of the product is correct from the standpoint of F5 Networks' recommended configurations. All deliverables or efforts that reference recommended practices or configurations may produce several configuration solutions that fall within the recommended practices or configuration umbrella.

The Customer's application and business requirements will dictate configuration direction and F5 Networks will provide appropriate and alternate recommendations based on solutions according to a number of factors, including but not limited to security, performance, features, functionality, troubleshooting, supportability and manageability. Several of these factors may have a contradictory effect on other aspects to the application or network architecture, and therefore judicious application of any configuration recommendations resulting from this engagement will require the Customer to perform a thorough evaluation of any potential advantages or disadvantages.



## Additional Information

### PROBLEM PRIORITIES AND RESPONSE

F5 will respond to Customer's requests for service of currently supported products in accordance with the following guidelines:

| Severity Level                                  | Description   | Initial Response Time* | Ongoing Contact   | Comments  |
|---|---|------------------------|---|---|
| <b>Sev1<br/>Site Down</b>                       | 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<br><br>Security: Critical business impact due to an attack or vulnerability. | 30 Min.                | Every 4 hours, until mitigation is offered or otherwise agreed  | Upon providing a means to mitigate the issue, F5 will lower the Severity to <b>Sev2</b> for any follow-up actions such as cause analysis. |
| <b>Sev2<br/>Site at Risk</b>                    | 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.<br><br>Security: Severe business impact due to an attack, vulnerability, compliance, or data at risk  | 2 hours                | Every 48 hours, until mitigation is offered or otherwise agreed | Upon mitigation, F5 will lower the Severity to <b>Sev3</b> for any follow-up actions.   |
| <b>Sev3<br/>Performance Impaired / Degraded</b> | Software or hardware on your F5 instance is degraded and this could further impact your traffic or business-critical applications.<br><br>Security: Potential or partial business impact related to mitigation, audit results or vulnerability.   | 4 hours                | Every 72 hours, until mitigation is offered or otherwise agreed | Upon mitigation, F5 will lower the Severity to <b>Sev4</b> for any follow-up actions.   |
| <b>Sev4<br/>General Information</b>             | 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.<br><br>Security: General security related questions and/or concerns which are not related to an immediate need.  | 24 hours               | Once a week, until mitigation is offered or otherwise agreed    |   |

\* F5 shall use commercially reasonable efforts to meet the Initial Response Times listed above. The Initial Response Time period shall begin once Customer has opened a service request ticket. To open a service request ticket, Customer must provide (i) the Product serial number; (ii) a detailed description of the problem with a corresponding Severity Level and the applicable log files (per AskF5 Solution article 2633); and (iii) a contact name and number for responding to the service ticket. Additionally, Customer must work with F5 and provide resources who can remain actively engaged with F5 resources throughout the follow the sun process for a severity 1 case.

\*\* Mitigation is defined as an offered solution to return the F5 product or situation to its stable state.



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For more information and to check the latest updates please use this link.

<https://support.f5.com/csp/article/K2633>