



# U.S. National / U.S. Based First-Line Support

## United States National First-Line Support

Your business solutions are a large investment. With United States (U.S.) National First-Line Support your organization will have access to F5 Support expertise to address issues quickly and keep your applications running, fast, secure, and available.

### **Key benefits**

#### Keep your business running at peak performance

Receive fast, knowledgeable help with questions or issues regarding your F5 BIG-IP LTM / DNS, AAM, APM, AFM, ASM, PUA, SSLO technologies, so you can keep delivering services on which your business and customers depend on.

#### U.S. National / U.S. Based First-Line Service Delivery.

U.S. National Support Engineers (NSE, EAE, ASE, etc.), based in United States, will handle all first-line technical support interactions.

## U.S. First-Line Support

- 24x7x365 Telephone Access to F5 Technical Support
- Front line agents handle telephone communications with customer to create cases
- U.S. Citizens on U.S. Soil Engineers handle direct case communications with customer
- Pri 1 & 2 Cases opened by phone into toll-free number:
  - Immediate transfer to Network Support Engineer (NSE) on case open
  - If NSE is not immediately available, the customer will receive an email or call back within 60 minutes
- Pri 3, and Pri 4 Cases opened by phone into toll-free number or alternate methods:
  - Dispatched to queue for assignment
  - Email Initial Response acknowledgement from engineer
- Cases opened on MyF5 will qualify for U.S. based handling as they are placed in queue for U.S. based engineering to access.
- Covered software products:
  - **BIG-IP LTM/GTM (DNS), AAM, APM, ASM, AFM, SSLO, PUA, BIG-IQ, BIG-IP Adv. WAF**
- Important Notes:
  - Classified data not in scope
  - All support data and information that is communicated to F5 by any means may be accessed on internet-based systems by non-U.S. Nationals and non-CONUS-based engineers for escalations into advanced engineering and product engineering
  - Lack of system support data may extend time to isolation and resolution
  - New Installations/Deployment Services are not covered by Support.
    - For comprehensive assistance with planning, design, installation, deployment, upgrades, migrations, optimization, and application verification or bug scrubs, contact F5 Professional Services or your local authorized F5 reseller to purchase available remote or on-site services.
    - A consultant will provide a detailed quote that includes a comprehensive Scope of Work (SOW) statement.
    - F5 Technical Support does not provide these services as part of your maintenance contract entitlement.

### Support Case Priority Levels: (from <https://my.f5.com/manage/s/article/K2633>)

- Pri 1 (Site Down)
  - Conditions prevent high-level commerce or critical business activities, including remote access to critical applications.
  - Your F5 instance cannot power up, or it cannot pass traffic, affecting business-critical applications.
- Pri 2 (Site at Risk)
  - Conditions significantly impair business activities, including remote access to critical applications.
  - Conditions put your network or commerce at risk.
- Pri 3 (Performance Degraded)
  - Your F5 instance is degraded and may impact your traffic or business-critical applications.
- Pri 4 (General Information)
  - General questions and troubleshooting for non-critical F5 instances.
  - Requests for features or solutions that are not currently part of your solution.

