



**EMEA Technical Support Services**  
Welcome Pack

# **EMEA Technical Support Service F5 Networks Welcome Pack**

**Increase peace of mind with Exclusive Networks Support Services**



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**Technical Support Service** contracts provide access to the Exclusive Networks Technical Assistance Centre (EXN TAC) to work with you through any **post-sales technical support queries, technical incident assistance and the replacement of hardware** determined to be defective by F5 Networks (F5).

EXN TAC work with F5, as a certified Authorised Support Centre (ASC) to provide technical support and services. EXN TAC engineers hold accreditations in the products supported and are available 24x7x365 to respond to customer requests. The service covers all regions within EMEA.

Exclusive Networks

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# Service Levels and Definitions

**Technical Support defines a technical incident as any break/fix issue:**

- › Previously working configuration no longer working as expected or degraded environment.
- › Configuration errors, software bugs, or hardware faults
- › Requests for documentation, release notes, F5 Knowledge Base, etc.
- › EXN TAC engineers will not undertake new configuration/deployments or migrations, as this work falls under professional services.
- › EXN TAC will not provide support for unsupported firmware/hardware.

**The EXN TAC service levels available for support via phone and email:**

- › TAC access 10x5 (UK Business hours)
- › TAC access 24x7x365

**The EXC TAC hardware coverage levels available:**

- › Next Business Day (NBD) - advanced hardware replacement
- › 4-hour hardware - advanced hardware replacement

Support Entitlement	EXN TAC 10x5	EXN TAC 24x7x365	F5 Hardware Agreements
Talk	✓	✗	RMA-2 only
Talk24	✗	✓	RMA-2/3/4

Vendor RMA Entitlement	Hardware NBD	Hardware 4-Hour*	Onsite Engineer**
RMA-2	✓	✗	✗
RMA-2T	✓	✗	✓
RMA-3	✗	✓	✗
RMA-4	✗	✓	✓

**4 HOUR DELIVERY**

\*Shipping: Provided the delivery address provided on the RMA template is where the F5 database has the product listed at, the part will ship to arrive within 4 hours or at a scheduled time as requested. These ship via local same day carriers.

\*\*Arrival at Customer: Will arrive within 4 hours or at a scheduled time as requested, local traffic conditions prevailing.

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# Priority Definitions

EXN TAC work to 4 levels of priority. Each of these will determine the SLA on initial response as well as our target follow up times for the duration of the support case.

<b>Priority 1</b> URGENT	Product or service is down or critically impacting the customer's production environment, hampering normal operations.
<b>Priority 2</b> HIGH	Primary unit has failed, product or service is impaired. Production environment is up but impacted or lacks resiliency.
<b>Priority 3</b> MEDIUM	A product function has failed, and the production environment is degraded or not affected. Non-critical business applications are unreachable.
<b>Priority 4</b> LOW	General assistance that includes feature, information, documentation, how-to and enhancement requests.

# SLAs and Target Follow Up Times

## Initial Response SLA

For EXN TAC engineer to take assignment of new case and provide first update/request.

Case Priority	10x5 Service Level	24x7x365 Service Level
<b>Priority 1</b> CRITICAL	< 1 Business Hour	< 1 Hour
<b>Priority 2</b> HIGH	< 4 Business Hours	< 4 Hours
<b>Priority 3</b> MEDIUM	< 8 Business Hours	< 8 Business Hours
<b>Priority 4</b> LOW	< 16 Business Hours	< 16 Business Hours

## Target Follow Up Times

EXN TAC engineers will aim to provide regular updates based on the case priority. This may be impacted by frequency of responses from F5 TAC, or customer responsiveness.

After 3 follow ups with no customer response, the EXN TAC Engineer will proceed with case closure.

Case Priority	Target Follow Up Times
<b>Priority 1</b> URGENT	<b>Every 4 hours</b> until resolved, or a workaround is in place
<b>Priority 2</b> HIGH	<b>Every business day</b> until resolved, or a workaround is in place
<b>Priority 3</b> MEDIUM	<b>Every 3 business days</b> until resolved
<b>Priority 4</b> LOW	<b>Once per business week</b> until resolved

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# Technical Support Engineer Levels

<b>EXN TAC LEVEL 1</b>	<ul style="list-style-type: none"> <li>• <b>Basic configuration issues</b></li> <li>• <b>Product feature questions</b></li> <li>• <b>“How to” user questions</b></li> </ul>
<b>EXN TAC LEVEL 2</b>	<ul style="list-style-type: none"> <li>• <b>Advanced configuration issues</b></li> <li>• <b>“Product not working as expected” issues</b></li> <li>• <b>RCAs</b></li> </ul>
<b>F5 TAC LEVEL 3</b>	<ul style="list-style-type: none"> <li>• <b>Software bugs</b></li> <li>• <b>Licensing Issues</b></li> <li>• <b>Advanced Cloud Networking issues</b></li> <li>• <b>To authorise hardware faults as part of the RMA process</b></li> </ul>

As part of F5's ASC requirements, support cases are assigned to a level 1 engineer and are worked and followed up based on priority. Support cases are escalated to level 2 and if necessary, level 3 once all escalation requirements have been met.

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# Technical Support Process

## Opening a Support Case

For P1 (Urgent) and P2 (High) issues call us

Telephone: [+44 \(0\) 1420 548 247](tel:+4401420548247)

For non-urgent P3 and P4 issues

Email: [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)

Portal: [globalsupport.exclusive-networks.com](https://globalsupport.exclusive-networks.com)

## For new issues please provide the following:

- › The serial number for the affected devices – this is needed to validate support entitlement:
- › Contact details of an engineer with access to the environment:
  - Contact name:
  - Contact phone number:
  - Contact email:
- › Priority and Impact of the incident:
- › Current Firmware Version:
- › Hostname:
- › Summary of the incident:
- › Steps to reproduce the incident:
- › Recent changes to the environment:
- › Network topology:
- › Files and Data collected:
- › Location of hardware (4 hour):

## For existing issues:

- › Your EXN TAC case number (Starting with CASE-###)
- › Any additional details about the case raised since last contacting EXN TAC

## Uploading large files:

- › EXN TAC use the Cloud SFTP provider "Quatrix"
- › Your assigned TAC engineer will create you a temporary account and case folder.

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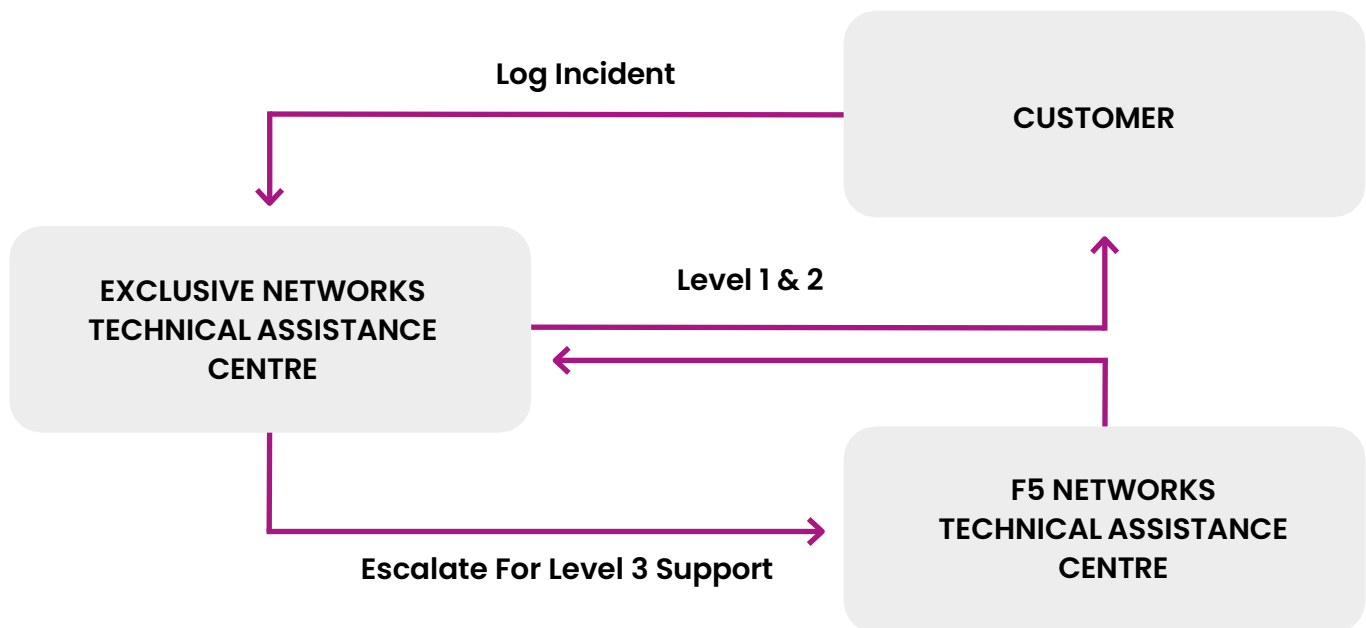
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# Technical Support Process

## Case Handling Process

The diagram below details the logical flow for a support case, and shows the process of interaction between customers, EXN TAC and F5's Support Team.

1. Customer engineer to log incident with EXN TAC via email or phone call.
2. EXN TAC support case created and case number emailed to customer contact.
3. The EXN TAC will provide level 1 and 2 technical support. If the issue requires RMA approval or an advanced level of technical expertise, then the case will be escalated to the level 3 F5 team.
4. The EXN TAC engineer will be responsible for liaising with F5 and providing regular updates to the customer engineer. If the F5 engineer needs to liaise directly with the customer, then calls and remote meetings will be facilitated as required.



# Hardware Replacement Support Process

F5 qualify hardware faults and provide final approval to initiate the Return Merchandise Authorisation (RMA) process. EXN TAC are unable to provide hardware replacements pre-emptively, or prior to approval from F5.

## Next Business Day (NBD) support:

1. Device confirmed as faulty and approved for replacement by F5 TAC.
2. RMA number issued and replacement process initiated.
  - ▶ **RMA-2:** Replacement device is shipped by F5 TAC to customer site for NBD delivery\*. Depending on depot locations, shipping including costs will be handled directly by F5. Customer to return faulty device to F5 TAC within 10 days.
  - ▶ **RMA-2T:** Replacement device is shipped by F5 TAC to customer site for NBD delivery\* with an F5 technician to rack and stack. Depending on depot locations, shipping including costs will be handled directly by F5. No troubleshooting or configuration changes will be made, only hardware replacement. If the faulty device is required to remain on site at the time, it will be the customer's responsibility to return the device within 10 days. Customer to return faulty device to F5 TAC within 10 days.

\* NBD delivery SLA subject to an RMA processing cut-off time that varies by local depot region.

## 4 Hour On-Site support:

- ▶ Devices with RMA3 or RMA4 support will have the entitlement to a hardware replacement within 4 hours or at a scheduled time as requested. This is subject to the delivery address submitted on the RMA template matching the F5 database.
- ▶ **RMA3:** With 4-Hour delivery, F5 will make reasonable efforts to deliver a replacement part within 4 hours. Eligible F5 products must be deployed within range of an F5 authorised forward stocking facility.
- ▶ **RMA4:** The F5 engineer's responsibility lies solely with the equipment being replaced. No troubleshooting or configuration changes will be made, only hardware replacement. If the faulty device is required to remain on site at the time, it will be the customer's responsibility to return the device within 10 days.
- ▶ If the customer contact cannot allocate a suitable site access time slot for the F5 engineer, the customer forfeits their choice to have an engineer and the replacement unit will be couriered for NBD, when the customer is available to take delivery.

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# Escalation Process

## Technical Escalations

### Level 1 Support

Call handling and logging by a Technical Support Engineer to troubleshoot to resolution or escalate where necessary.

- › **Contact:** Exclusive Networks Technical Support
- › **Email:** [24x7@exclusive-networks.com](mailto:24x7@exclusive-networks.com)
- › **Phone:** +44 (0) 1420 548 247
- › **Portal:** [globalsupport.exclusive-networks.com](https://globalsupport.exclusive-networks.com)

### Level 2 Support

Technical escalation point for Level 1 Support who work with more complex issues and work closely with the Level 1 Support team to resolve or escalate issues.

### Level 3 Support - F5 Networks (F5 TAC)

Technical escalation point for Level 2 Support, and to approve hardware faults as part of the RMA process handled by Level 1 Support.

## Management Escalations

To raise any issues related to existing Technical Support cases, or requests for escalations, customers are encouraged to use the below contacts. Issues will be actioned by the appropriate management levels.

### Level 1

Team Management escalation to **Technical Support Manager**

### Level 2

Country Management escalation to **Head of UK Technical Support**

### Level 3

Global Management escalation to **Head of Global Technical Support**

The Exclusive Networks Technical Support Management Team can be reached at:

[Techsupportmgmt\\_UK@exclusive-networks.com](mailto:Techsupportmgmt_UK@exclusive-networks.com)

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