



EXTENDED TECHNICAL SUPPORT FOR F5 PRODUCTS

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This document describes the rules and procedures for contacting BAKOTECH | F5 support. This document applies only if there is active customer support. There are several ways to check for active support in the [FAQ](#)

For all questions regarding the operation of the F5 solution, please contact BAKOTECH. Contact details for the application are provided in the section of the current document [«Rules for applying for support»](#).



EXTENDED TECHNICAL SUPPORT FOR F5 PRODUCTS

1. Rules for providing support and its levels

WHAT IS INCLUDED IN EXTENDED SUPPORT FOR F5 PRODUCTS?	
Work with a certified support team in Russian, Ukrainian and English	✓
Availability of support 9x5 (9:00 - 18:00) / 24x7	✓
Access to manual and automatic software and signature updates on downloads.f5.com	✓
Access to documentation and manuals on support.f5.com	✓
Access iHealth diagnostic utility	✓
Assist in troubleshooting iRules	✓
Search for an existing problematic setup F5 Networks	✓
Search for an existing problem in the F5 Networks system	✓
Help and advice on collecting diagnostic data	✓
Providing troubleshooting instructions	✓
RMA service	✓
Registration and maintenance of RMA cases	✓
Ability to escalate a case to BAKOTECH support -vendor	✓
Online meeting with F5 certified specialist for configuration consulting (applies to one program or one policy or one profile) at the client's request once a year	✓

*Optimizing and modifying an existing F5 configuration, setting up new services, maintaining the F5 solution and related systems are not covered by Extended Support. If you need an additional service, please contact: F5@bakotech.com



There are 2 levels of technical support, which differ in the time of availability of the specialist to accept the application:

Standard ▶ 9x5 (9:00 – 18:00) and **Premium** ▶ 24x7

****RMA-service** — replacement of equipment or its parts that have failed is included in the basic support from F5. An extended RMA Next Business Day equipment replacement service is also available.

[Additional information — section 4 “RMA service. Algorithm of actions in case of need of replacement of the faulty equipment”.](#)

2. Levels of criticality/urgency of incidents and speed of response

SEVERITY LEVEL	PROBLEM DESCRIPTION	Response rate, hours
Level 1	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.	30 min
Level 2	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.	2
Level 3	Software or hardware on your F5 instance is degraded and this could further impact your traffic or business-critical applications.	4
Level 4	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.	24



3. Rules for Contacting Support

TO CONTACT SUPPORT YOU CAN USE:

- Create a ticket in the [Service desk](#) system by specifying your login and password. Information on authorization and maintenance of requests in the Service desk system is in the [FAQ](#).
- Letter of appeal to the e-mail address f5support@bakotech.com providing all the information indicated in the table below. Be sure to include the client's company name in the subject line of the email.
- A call to the number +380676222033 is used if it is not possible to contact via email. By contacting the phone number, the responsible specialist will help you create a request by email and send it to a technical specialist for further processing of the request. You will need to provide the specialist with all the necessary information from the table below.

It is recommended that you use this communication method to open or duplicate Level 1 cases

PROBLEM INFORMATION AND F5 PRODUCT USED

CORRECT FILLING

BKT-SA-9200678

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HOW NOT TO DO

I think we had your support, see the number yourself, please

The site is buggy and we don't know why.

Service contract number
(BKT-SA-0000000)

Incident criticality level
інциденту (1/2/3/4)



PROBLEM INFORMATION AND F5 PRODUCT USED

CORRECT COMPLETION

HOW NOT TO DO

Detailed description of the fault

After updating F5 to version 13, the web application on Windows XP stopped opening

The site works for some users, it doesn't work for others, but everything opens up for me.

How you found the problem and how to fix it

Support complaints from Windows XP users

The director called and said, "If you don't fix it, I'll fire you!"

What changes have been made to F5, infrastructure, application?

Software update F5

Script from the Internet launched on F5

Product information F5 (device model, serial number, software version)

ASM/WAF i2600
F5-123A-BC45
13.1.1

Installed by a colleague, he is now on vacation. Tell me where to look at all this?

APPLICANT DATA AND CONTACT DETAILS

Applicant's name

Popov Ivan

Vanya from the security conference

Company and position of the applicant

Bank 'Admin', Cyber Security Engineer

Bank, IT specialist

Phone number

0672228899

0800889977

Contact Email

pi@adminbank.com

123@gmail.com

Preferred method of communication

pi@adminbank.com

Pass the correction with my colleague Mykola. He will come to you today.



ATTACHMENTS OR LINKS TO ANY FILE EXCHANGE FILE (GOOGLE DRIVE, DROPBOX, ONEDRIVE, ETC.) CONVENIENT FOR YOU	
QKFile (support file F5)	If the F5 allows you to generate or load it
Screenshots	Screenshots will help speed up the resolution of the problem
ADDITIONAL INFORMATION	
Additional information that you think is important in the incident	

After creating the application, your request will be assigned an identifier, then you will be contacted by a specialist on the best way to communicate depending on the level of the incident (30 min to 24 hours) and the availability of support time for your service contract.

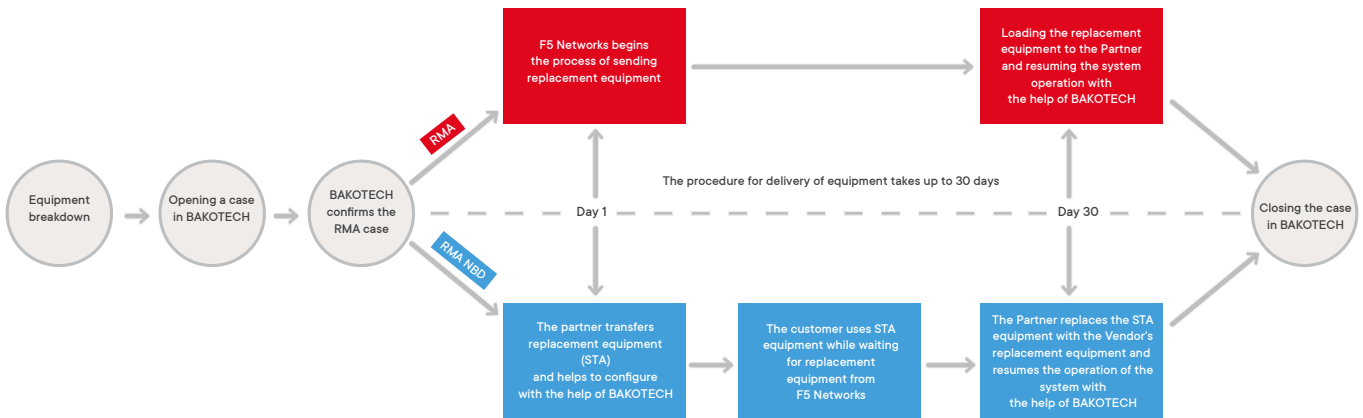
At any stage, you have the opportunity to raise the priority of the case. To do this, contact +380676222033 or F5@bakotech.com with a request to escalate the case, indicating the number of your contract service.

All requests for technical support must be sent to BAKOTECH support in accordance with the support application rules specified in section 3. At any stage, if a vendor specialist is required, the BAKOTECH service engineer opens the case on the F5 support site and leads it to full resolution. In this way, it is possible to influence the priority of the incident in support of the vendor and help solve the problem as soon as possible.



4. RMA service. Algorithm for actions to be taken to replace faulty equipment

RMA service is the replacement of equipment that has failed or parts of it during the active maintenance of the contract.



An enhanced RMA Next Business Day (RMA NBD) service is provided to ensure prompt replacement of equipment.

The RMA NBD service guarantees the replacement of the failed equipment or its parts on the next business day by BAKOTECH specialists. This service is not included in the basic contract for technical support, and if the prompt replacement of equipment is critical for the operation of your business, please contact BAKOTECH specialists by email: F5@bakotech.com



EXTENDED TECHNICAL SUPPORT FOR F5 PRODUCTS

ABOUT BAKOTECH

BAKOTECH® is an international company that is a leader in focused Value Added IT distribution and supplies solutions from the world's leading IT manufacturers. Positioning itself as a True Value Added IT distributor, BAKOTECH provides professional pre- and post-sales, marketing, technical support for partners and end customers. The group of companies operates in 26 countries in the markets of Central and Eastern Europe, the Balkans, the Baltics, the Caucasus, Central Asia with offices in Prague, Krakow, Riga, Minsk, Kyiv, Baku and Nur Sultan.

BAKOTECH is the official distributor of F5 in Ukraine, Azerbaijan, Georgia, Armenia, Moldova and Kazakhstan.

www.bakotech.com, f5@bakotech.com, +380442733333.