



F5 Networks Customer Support Service Fees

F5 Customer Support fees are assessed for expired maintenance contracts and maintenance purchased on equipment purchased from an from sources other than an F5 VAR or directly from F5 (i.e. used or gray market systems - like EBAY®). Customer Support Fee structures are outlined below.

Lapsed Service Fee

If the maintenance contract on your F5 appliance has expired within 1 to 180 days, you will be required to pay a Lapsed Service Fee (F5 Part # F5-SVC-BIG-ASM-FEE, F5-SVC-WBA-FEE, F5-SVC-WJ-FEE, F5-SVC-EM-FEE, F5-SVC-BIG-FEE, F5-SVC-FP-FEE) in addition to purchasing and activating a one-year service maintenance renewal contract. The renewal contract's start date will also be backdated to begin coverage from the product's original expiration date.

Recertification Fee

Entitlement (RMA service, software downloads, and customer support) is not transferable for systems purchased from sources other than F5 authorized resellers (for example, from an online auction). Maintenance may be purchased on equipment purchased from an F5 authorized reseller or directly from F5 where a formal change of ownership has occurred.

Recertification of a unit is required for:

- Products with maintenance contracts that have been expired for more than 180 days
- Purchase requests for maintenance contracts on products purchased from non-authorized resellers

Recertification of a unit requires the payment of a Recertification Fee (F5 Part # F5-INST-BIG-CERT, F5-INST-EM-CERT, F5-INST-FP-CERT, F5-INST-WBA-CERT, F5-INST-WJ-CERT), which results in inspection of the unit by an F5 Professional Services Consultant. The unit will be inspected to assess its condition and eligibility for service coverage.

Please contact your F5 Professional Services Representative for current pricing of fees.