



FOUR HOUR RMA AVAILABILITY AREA - APAC

4-Hour On-Site RMA

For business critical hardware, F5 offers customers within 80 kilometers of an Authorized RMA Depot the option to upgrade their existing Standard, Premium or Premium Plus maintenance contract's RMA service level agreements (SLAs) to 4-Hour On-Site service in the APAC region. Alternative options are available for Customers whose F5 products are deployed more than 80 kilometers from these addresses. For complete details of this program, please contact your F5 Professional Services contact for additional information. Please refer to the matrix below for current, authorized APAC RMA depots.

COUNTRY			CITY	POSTAL CODE
AUSTRALIA	14A BAKER STREET	BOTANY GROVE ESTATES	SYDNEY	2019
AUSTRALIA	100-106 TURNER STREET		MELBOURNE	3207
NEW ZEALAND	120 PAVILION DRIVE	AIRPORT OAKS	AUCKLAND	2150
SINGAPORE	10 PANDAN CRESCENT	UE TECHPARK	SINGAPORE CITY	128466
THAILAND	241/1 SOI PATTHANKARN 20	PATTHANKARN ROAD	BANGKOK	10250
CHINA	2B KANG SHENG IND PK	BJS SOUTH CENTER	BEIJING*	
CHINA	SHENZHEN LONG GANG CENTER	LONG GANG DISTRICT	SHENZHEN**	

*Districts of: Dongcheng, Xicheng, Chongwen, Xuanwu, Chaoyang, Haidan, Fengtai, Shijingshan

**All of Shenzhen-proper