



Think fast.®

# **Riverbed Customer Support**

Policies, Plans, and Procedures

## RIVERBED TECHNOLOGY CUSTOMER SUPPORT

Riverbed Technology offers world-class support to help customers fully leverage the value of their Riverbed investment. Riverbed's trained technical support staff is available around the clock (24 hours a day, 7 days a week) to help customers and partners quickly and easily use, manage, and troubleshoot Riverbed products in their network. In addition, Riverbed provides a wide variety of online support materials to answer most questions.

Through Riverbed Support, customers can get:

- Assistance related to questions on the use of Riverbed products
- Assistance in identifying and verifying the causes of suspected errors
- Solutions for identified errors or malfunctions
- Access to support by phone, email, or the web

Riverbed provides a global support organization with locations in Amsterdam, London, New York, San Francisco, Sunnyvale, Singapore, Sydney, and Tokyo. Follow-the-sun support ensures that high-priority cases can be transferred seamlessly to provide continuous coverage when working to solve critical problems. By using a unified case tracking system, Riverbed support engineers know they are working with the latest details and status of each case.

Customers can open cases online through the Riverbed Support web site or by calling Riverbed technical support directly. Cases are assigned directly to technical support engineers for investigation and resolution, according to engineer skill sets and availability. Resources are prioritized for maximum response for critical issues.

All incoming customer inquiries, including both technical support cases and non-technical administrative issues, are answered directly by Riverbed Support and either handled or escalated appropriately. Customers know that their concerns are being heard directly by Riverbed, with escalation channels readily available.

### The Riverbed Support Team

Riverbed's world-class technical support engineers (Escalation Engineers) are experts in the Riverbed product line and key related technologies. In addition, Escalation Engineers have completed extensive training, both internally and externally, and possess a high degree of problem-solving skills. All the Escalation Engineers are certified in an IT specialty or have an advanced degree (such as MS or PhD). Skills and certifications include CCIE, CCNP, CCNA, CCSP, CCDA, CCND, CCSA, MCP, MCSE, Netcache, CISSP, ISSAP, InfoSEC, Brocade SAN designer, SUN Admin, and FCNE.

Escalation Engineers have full accountability for the resolution of an assigned case, acting as a single point of contact and coordinating the efforts of other support members, specialists in remote support organizations, third-party vendors, and engineering teams. The teams of individuals seamlessly work together to provide the excellent support customers require. Technical Support works very closely with the Quality Assurance (QA) and Engineering organizations to expedite resolutions and provide customer feedback on product issues. Through the team approach, Riverbed can offer the highest degree of technical knowledge possible.

At any time throughout the day, an experienced Riverbed support engineer will be available to directly respond to customer questions and resolve technical issues. English is the primary language for communication on support cases; however, members of the support team can also speak Arabic, Armenian, Cantonese, Dutch, Farsi, French, German, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Mandarin, Polish, Portuguese, Russian, Spanish, Thai, Turkish, and Vietnamese.

*"Deploying Steelhead appliances has been quick and painless, usually they install in 15 minutes. When we had an issue that required technical support, they were fantastic and stuck with us until it was resolved. I'm very impressed with Riverbed's support team, and recommend them highly."*

*– IT Director,  
National Engineering Company*

## Riverbed Support Resources

Riverbed offers a wide variety of support resources designed to enhance the value of your Riverbed deployment. These resources and tools provide several approaches to find solutions and solve problems.

### Customer Support Web Site

Riverbed provides customers with an authorized account access to the Riverbed Customer Support web site, available at [support.riverbed.com](http://support.riverbed.com). Riverbed provides the following resources through the support web site:

- Product software releases and release notes
- Extensive product documentation, including deployment, usage, and troubleshooting guides
- Knowledge Base detailing known issues and solutions, error messages, and configuration-specific issues
- Technical Notes providing in-depth explanations to common questions
- Trouble Ticket / Case reporting

### Telephone Support

Telephone support includes:

- Direct Hotline Support that lets customers directly contact Support at any time, 24 hours a day, 7 days a week.
- 24-Hour Voice Messaging System that lets customers leave messages or questions for Customer Support.

### Hardware Support

#### Maintenance

Riverbed will use reasonable efforts to repair or replace defective hardware components, unless damaged, mishandled, mistreated, used, maintained or stored outside the specifications and Riverbed's instructions. The type of support plan determines the speed of replacement. (Support plans are described in the next section.)

See the Return Material Authorization section in Support Policies for more information.

#### Support Wire

Steelhead appliances provide a Support Wire feature that recognizes critical failure conditions and generates an email containing detailed status information about the failure. This email is delivered to the Riverbed Technical Support team and the condition will be remotely analyzed and debugged. The result is a potentially faster path towards problem resolution.

#### Warranty

Riverbed provides a limited out-of-the-box warranty for one year from the date of purchase for all hardware components. In the event of a hardware failure, the unit may be shipped to Riverbed for repair or replacement.

### Software Support

#### Software Updates

Riverbed provides software maintenance releases and updates as they are generally available without additional charge. The contents of all maintenance releases and updates are determined by Riverbed. Customers can download the updates from the Riverbed Support web site. Customers are notified by email when updates are available.

#### Error Corrections

Riverbed uses reasonable efforts to correct any reproducible programming error in the product software attributable to Riverbed with a level of effort commensurate with the severity of the error. Customers should notify Riverbed of such errors and should provide Riverbed with enough information to reproduce an error. Riverbed is only responsible for errors that are reproducible by Riverbed on unmodified product software as delivered to the customer.

#### Special Services

Customers may request additional maintenance and support services. Riverbed will do its best to meet these requests directly or through our extensive network of partner relationships.

## Support Plans

Customers need to have an active support plan to access support resources beyond the basic hardware warranty. With a Riverbed support plan, customers can be assured that they will limit expensive downtime while maintaining the high level of performance expected from their Steelhead appliance deployment.

Riverbed offers a choice of several support levels—Silver, Gold, Gold Plus, and Platinum—so customers can choose the program that fits their specific requirements, IT needs, and business goals. This flexibility also means that customers can easily adjust their support levels as their business grows and evolves. Support plans cover a 1 year period.

The type of plan you have determines the exact features available.

### Silver Level Support

With Silver Level Support, customers receive the following:

- **24 x 7 Access to Web Site, Phone, and Email Support**
- **Software Support, including maintenance releases and major upgrades**
- **Hardware Support**  
In the event of a hardware failure, Riverbed will repair or replace the hardware through ground delivery, after receiving the failed unit.

### Gold Level Support

With Gold Level Support, customers receive the following features:

- **24 x 7 Access to Web Site, Phone, and Email Support**
- **Software Support, including maintenance releases and major upgrades**
- **Hardware Support**  
In the event of a hardware failure, Riverbed will provide next business day advance replacement. Advance replacement for requests confirmed by 2:00 PM local time (using the time zone of the location of the nearest replacement product depot) by Riverbed will be shipped for next business day delivery; delivery time may depend on International customs clearing and export/import laws and regulations for non-US destinations. See the *Return Material Authorization* section for more information.

### Gold Plus Level Support

With Gold Plus Level Support, customers receive the following features:

- **24 x 7 Access to Web Site, Phone, and Email Support**
- **Software Support, including maintenance releases and major upgrades**
- **Hardware Support**  
Up to 4 hour on-site hardware replacement. This is dependent on the geographical location of the deployed hardware. Please check with your sales representative for specific location coverage.

### Platinum Level Support

With Platinum Level Support, customers enjoy the highest level of customer service available from Riverbed, including the following features:

- **24 x 7 Access to Web Site, Phone, and Email Support**
- **Software Support, including maintenance releases and major upgrades**
- **Hardware Support**  
Up to 4 hour on-site hardware replacement with on-site field engineering support. This is dependent on the geographical location of the deployed hardware. Please check with your sales representative for specific location coverage.
- **Annual Service Review**

### Renewing Your Support Plan

To renew a support contract for a Riverbed asset, email [renewals@riverbed.com](mailto:renewals@riverbed.com). Be sure to include the serial number of the asset in your correspondence.

## Support Policies

### Contacts

Each customer designates two individuals to act as support liaisons and ensures that these people are properly trained in the operation and usage of the product; Riverbed will not be required to provide support or maintenance services to any other individuals. To avoid any interruptions, notify Riverbed Support if you transfer support responsibilities to another person. Reasonable access is necessary for personnel to answer questions about any problems reported.

### Return Material Authorization

Before returning any Riverbed hardware, customers need to contact Riverbed Support. If Riverbed Support verifies that the product is likely to be defective, Riverbed will issue a Return Material Authorization (RMA) number and provide a return address to send the defective unit for repair or replacement. The RMA number ensures proper tracking and handling of the returned material.

Riverbed has support depots located in New York, San Francisco, Toronto, London, Sydney, Auckland, Singapore, Hong Kong, Beijing, Tokyo, Seoul, Chennai, Moscow, Johannesburg, Abu Dhabi, Manama, Rotterdam, Mexico City, Santiago, and Sao Paulo. Each depot is stocked with replacement parts for Steelhead appliances. By distributing replacement parts and appliances, Riverbed minimizes downtime for global locations.

### Shipping

Riverbed cannot accept any product without an RMA number on the package. Customers must deliver the defective product along with the RMA number. If the customer ships the product, the customer assumes the risk of damage or loss in transit. The customer must use the original container (or the equivalent) and pay the shipping charge.

### Repair or Replace

Riverbed may replace or repair the product with either a new or reconditioned product.

### Advance Replacement

For RMAs that are issued by Riverbed within the first ninety (90) days after the product shipment and for customers with Gold and Platinum Level Support plans, Riverbed will ship an advance replacement unit by express delivery. The customer has 30 days to return the defective unit after the replacement has been shipped. If the defective unit is not returned within this time, Riverbed will invoice the customer for the contract price of the replacement unit. Advance replacement for requests confirmed by 2:00 PM local time will be shipped within one business day; delivery time may depend on International customs clearing for destinations outside of the United States.

### Asset Registration

As a best practice, Riverbed recommends that you register the installation address of each of your Riverbed assets through the Riverbed support site. Providing an up-to-date address helps streamline the repair and replacement process if you encounter any problems with the hardware. Additionally, registering the location helps Riverbed ensure the appropriate replacement parts are stocked in a nearby location for speediest replacement service.

You can view and update installation locations at <https://support.riverbed.com/account/assets/>.

### Product Obsolescence

Riverbed provides support for the current major release of the software and for the previous major release for a period of 1 year after general customer availability of the current major release. (Major releases are indicated by the first number in the software version, such as 4.0.) If a customer encounters an error in a version of the software other than the latest release, Riverbed may require that the customer upgrade to a later version to correct the error.

You can find complete details about End-of-Sale and End-of-Support policies on our web site at <http://www.riverbed.com/supportpolicy/>.

### Unsupported Hardware

Customers with unsupported components do not receive updates, maintenance releases, software updates, telephone assistance, or any other technical support services for the unsupported components. Downloaded software may not be used to update any unsupported components.

## Case Handling

Riverbed Technology is committed to ensuring the highest possible level of customer success and satisfaction. All support services professionals are rigorously trained on Riverbed products, their underlying technologies, and industry leading technical problem-solving methodologies.

Case handling follows these steps.

A customer can open a case in one of the following ways:

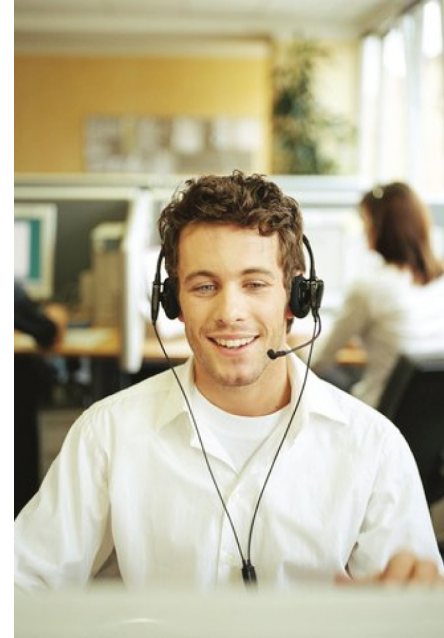
- call 1-888-RVBD-TAC (outside the US, call +1 415 247-7381)
- send an email to support@riverbed.com
- generate a ticket directly from the Riverbed Support web site

*Note:* Customers who do not purchase a direct Riverbed support contract should call the reseller's support team if they encounter a problem. Resellers and service partners provide the initial support for their customers. See page 7 for details.

The calls to 1-888-RVBD-TAC are distributed in round-robin fashion to an Escalation Engineer (EE) in the appropriate time zone. For example, calls coming in from 8:30 AM to 5:30 PM PST will be routed to one of the EEs in San Francisco or Sunnyvale (or New York from 8:30 AM EST).

When customers open a case, they should be prepared to provide the following:

- Serial number of hardware component with issue
- Detailed description of the problem
- Priority level and impact of the problem
- Indication of the activity that was being performed when the problem occurred
- Software version
- Configuration data



Once a case is submitted, the issue is assigned to an EE. Every EE is qualified to perform extensive troubleshooting to quickly resolve the issue. All opened cases are tracked in Riverbed's online support tracking system.

While working to resolve an issue, the EE may need to access information on the customer system relative to the failure, or may need to recreate the failure to get additional information. If the problem is related to the system configuration, the customer may be asked to provide a network diagram and configuration information.

If the customer and the EE agree, the customer may send log files or trace files to Riverbed through email or upload them to the Riverbed Support FTP site for further review.

*Note:* Any information sent to Riverbed to help resolve customer problems is treated as highly confidential and is used only to help resolve the problem. When the issue is solved, all submitted materials are deleted.

If the Escalation Engineer does not solve the case, it is escalated to the Staff Engineering team for further analysis. If the Staff Engineering team finds a defect or determines that a specific engineering skill set is required to isolate or resolve an urgent issue, the case is escalated to the appropriate engineering department.

A case is closed when all parties agree the reported issue has been resolved. If the customer issue is determined to be an enhancement, a Feature Request is entered into the Riverbed defect tracking system. A Feature Request is handled and processed by Product Management and Engineering.

## Customer Satisfaction

Consistently improving quality of service is a very high priority within Riverbed. After closing a case, a survey is sent to the customer asking for feedback as to how the case was handled and where Riverbed can improve. Support managers and executives review the survey responses, and take action where appropriate. Individual entries in this survey will not be shared with other companies, nor will they be used for marketing purposes. The sole purpose of these survey results is to evaluate and improve Riverbed services.

## Technical Support Priority Levels

Riverbed Technology works with customers to assign a priority setting to submitted problems. The priority defines time frames for resolution goals and escalation potential. This ensures that the appropriate resources within Riverbed resolve the problems as quickly and efficiently as possible.

All cases are prioritized according to their impact to the customer—Priority 1 (P1) through Priority 4 (P4)—with P1 being the most important and urgent. Definitions for each priority are standard within the industry. The severity of a case can change, being upgraded or downgraded, depending on troubleshooting progress.

### Priority 1 - Critical

Priority 1 cases severely impact the customer's ability to conduct business. This may mean that the customer's systems are down or not functioning and no procedural workaround exists. The objective is to get the customer back online by whatever means necessary within 24 hours and to downgrade the problem severity accordingly.

Riverbed will respond to a Priority 1 case within one hour. The target response for a P1 issue is immediate. Alarm notifications are sent to members of the support team if a P1 case has not been responded to after 45 minutes.

Continuous efforts are made to isolate, diagnose, and deliver a solution or repair. When the severity level has been changed to Priority 2 or Priority 3, the appropriate guidelines should be followed.

### Priority 2 - High

Priority 2 cases are high-impact problems that disrupt the customer's operation but there is capacity to remain productive and maintain necessary business-level operations. The problem may require a fix on the customer's system prior to the next planned commercial release of the software.

Riverbed will respond within four hours following receipt of a P2 case. The Support team makes continuous efforts to isolate, diagnose, and deliver a workaround or solution during the customer's normal business hours.

### Priority 3 - Minor

Priority 3 issues are medium-to-low impact problems that involve partial loss of non-critical functionality. The problem impairs some operations but allows the customer to continue to function.

Riverbed will respond within eight hours following the receipt of a P3 case.

### Priority 4 - Informational

Priority 4 issues include minor problems and all other errors. The inconvenience is slight and can be tolerated.

Riverbed will respond within 24 hours following the receipt of a case. Riverbed Support responds in a manner appropriate to the nature of the case.

Riverbed Technology measures its business performance and regularly exceeds these goals.

## Escalation Commitments

Riverbed provides systematic escalation management to customers with current service plans. The Riverbed escalation process notifies levels of management throughout the life cycle of the technical issue. This ensures that the appropriate resources resolve outstanding technical problems as efficiently as possible.

SEVERITY	NOTIFICATIONS		
	Escalation Engineer	Manager	Executive Staff
<b>1. Critical</b>	Within 1 Hour	1 Hour	4 Hours
<b>2. High</b>	Within 4 Hours	8 Hours	24 Hours
<b>3. Minor</b>	Within 8 Hours	Weekly	N/A
<b>4. Informational</b>	Within 24 Hours	N/A	N/A

Customers can escalate a case based on their needs and the response to their support request. To escalate a case, email [support@riverbed.com](mailto:support@riverbed.com) or call 1-888-RVBD-TAC (U.S.) or 1-415-247-7381 (Global). A case follows this escalation path: Support Engineer to Regional Support Director to Director of Support Operations to VP Support to Account Manager to Regional Sales Director to VP Worldwide Sales.

### Continuous Support Coverage

Regardless of where the case originates, Riverbed Support makes every effort to solve the case when it is opened. If the case requires additional time beyond normal business hours, the support team uses a “follow the sun” process to hand-off cases between different Customer Support Centers.

For example, between Monday and Friday, 8 AM - 5 PM GMT, a case from Europe will be routed to the London or Amsterdam Support Center. After regular business hours in Europe, the case may be routed to the New York or San Francisco Customer Support Center, when the European offices are closed. If the case remains open, it is passed back to the London or Amsterdam Customer Support Center for the beginning of their next business day.

### Indirect Support Customers—Reseller Problem Escalation and Resolution

Customers who do not purchase a direct Riverbed support contract should call the reseller’s support team if they encounter a problem. Resellers and service partners provide the initial support for their customers.

Riverbed will provide support for issues requiring an engineering-level response. It is expected that the reseller’s internal support organization handles 95% the technical support calls without escalation to Riverbed.

#### Level 1 Support

Level 1 Support is the first-line user response and is provided by the reseller involving answering and recording user calls, identifying and classifying the problem, and determining the affected products.

Level 1 Support includes the following:

- Receive and log user calls
- Provide primary support for installation activities and installation-related problems
- Provide primary support for post-installation reconfiguration
- Provide initial problem determination
- Distribute product update information and release notes to users on request
- Verify contract coverage
- Answer “frequently asked questions”
- Verify software release level and send updates
- Follow escalation guidelines

#### Level 2 Support

Level 2 Support requires broad and in-depth product expertise and has full responsibility for problem troubleshooting and development of solutions and workarounds. Level 2 Support is provided by the reseller and includes the following:

- Receive and log user calls
- Troubleshoot problems using diagnostic utilities
- Provide backup support for installation activities (including configuration problems, installation-related problems, and post-installation reconfiguration)
- Provide substantive problem determination (such as hardware, software, driver, configuration)
- Resolve hardware problems
- Gather and analyze trace information and communicate/document next technical action required
- Document “most often asked questions”
- Decode error messages and provide corrective action
- Thorough knowledge of product interdependencies and relationships
- Provide patch release verification and distribution
- Maintain knowledge base and distribute technical bulletins
- Determine if failure was caused by configuration

### Level 3 Support

Resellers have direct access to Riverbed Level 3 technical support as required for escalation purposes. Level 3 support requires engineering-level technical expertise, and is responsible for providing timely and accurate product defect descriptions and resolution plans.

Level 3 support includes the following:

- Engineering support
- Analyze trace and processor dump information
- Develop, test, and release code fixes and patches
- Analyze trace and processor information
- Identify and reproduce code-level problems
- Thorough knowledge of product interdependencies and relationships
- Provide patch release verification and distribution
- Maintain knowledge base and distribute technical bulletins
- Provide on-site support for critical problems situations
- Determine if failure was caused by configuration
- Follow escalation guidelines

Riverbed will provide an initial response to all reseller support requests within one day. If unable to resolve, the reseller and Riverbed will determine what additional information will be required for resolution.

### About Riverbed

Riverbed Technology is the IT performance company. The Riverbed family of wide area network (WAN) optimization solutions liberates businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility – all while eliminating the need to increase bandwidth, storage or servers. Thousands of companies with distributed operations use Riverbed to make their IT infrastructure faster, less expensive and more responsive. Additional information about Riverbed (NASDAQ: RVBD) is available at [www.riverbed.com](http://www.riverbed.com)



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