



Riverbed Services Terms

These Riverbed Services Terms set forth additional terms, conditions and/or limitations that govern the services listed below that are made available by Riverbed Technology, Inc. and/or any of its affiliates, as applicable (“**Riverbed**”). Any references to “**Customer**” below mean the applicable customer, buyer, or channel partner purchasing the services. If Customer has not purchased a particular service, then any terms below that are specific to that service do not apply to Customer until Customer purchases such service.

1. **Support.** Riverbed’s then-current generally available end user maintenance and support services are subject to the terms and conditions available at www.riverbed.com/supportservicedescription.

2. **Supplemental Support Services.**

(a) SteelSupport for Large Enterprise services are subject to the terms and conditions available at www.riverbed.com/steelsupportforlargeenterprise.

(b) Focused Support Services and Riverbed Resident Support Services are subject to the terms and conditions available at www.riverbed.com/proactivesupportservices.

3. **Professional Services, Training, and Global Customer Success (GCS) Credits.**

(a) If Customer is a Riverbed end user customer, professional services (including without limitation training services and GCS credits) are subject to the terms and conditions available at www.riverbed.com/termsandconditions/professionalservices.

(b) If Customer is an authorized Riverbed channel partner, professional services (including without limitation training services and GCS credits) are subject to the terms and conditions available at www.riverbed.com/partnerprofessionalserviceterms.

4. **Hosting Services.** Hosting services are subject to the terms and conditions available at www.riverbed.com/license.