



SERVICE LEVEL AGREEMENT
Riverbed SteelCentral AppInternals Cloud Service

This Service Level Agreement (“**SLA**”) is subject to the terms of the applicable Riverbed Cloud Services Agreement (“**Agreement**”) between Riverbed Technology, Inc. (for customers located in North or South America) or Riverbed Technology Pte. Ltd. (for customers located in Europe, Middle East, Africa or Asia) (“**Riverbed**”) and the entity or company that is the authorized purchaser or user of the cloud services (“**Customer**”).

1. **Service Availability.** Riverbed will make the SteelCentral AppInternals Cloud Service (“**AppInternals**”) Available to Customer 99.50% of the time in any calendar month (“**Service Availability Commitment**”). If the Monthly Uptime Percentage does not meet the Service Availability Commitment in any calendar month, Customer will be eligible to receive the Service Credits described below.
2. **Definitions.** The following definitions shall apply to this SLA:

“**Available**” or “**Availability**” means the ability to access AppInternals through the public internet.

“**Downtime**” means the time during which AppInternals is unavailable, excluding Excused Downtime.

“**Excused Downtime**” means where AppInternals is not Available due to (i) Maintenance (ii) a force majeure event or other event or factors beyond Riverbed's control, including acts of God, riots, war, terrorism, governmental action, strikes (other than one involving Riverbed's employees), fires, floods, earthquakes and natural disasters, (iii) Internet access or related problems beyond the demarcation point of the facility Riverbed uses to host AppInternals; (iv) that results from any actions or inactions of Customer or its subcontractors; (v) that results from Customer's equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment, software or other technology within Riverbed's reasonable control); (vi) during the period of the initial setup of AppInternals; or (vii) arising from Riverbed's suspension and termination of Customer's right to access and use AppInternals in accordance with the Agreement.

“**Maintenance**” means Riverbed's standard maintenance and support as described at www.riverbed.com/supportservicedescription. In addition to the foregoing, Riverbed performs scheduled and emergency maintenance for AppInternals from time to time. Riverbed uses commercially reasonable efforts to limit scheduled maintenance windows to 1-2 hours per calendar month and provide at least three days' prior notice of such maintenance. Riverbed may also implement emergency maintenance windows as needed for security and other critical patches. Riverbed understands that maintenance windows may impact AppInternals and will use all commercially reasonable efforts to minimize any such impact to our customers.

“**Monthly Uptime Percentage**” means total number of minutes in a calendar month minus the total number of minutes of Downtime suffered in such calendar month, divided by the total number of minutes in such calendar month.

“**Service Credit**” means the number of days of AppInternals added to the end of Customer's paid term for AppInternals, at no charge to Customer.

3. **SLA Credits.** If the Monthly Uptime Percentage does not meet the Service Availability Commitment in any calendar month, then Riverbed shall provide a Service Credit in accordance with the table below:

Monthly Uptime Percentage	Service Credit
Over 99.0% but below 99.50%	3 days
Over 98%.0% but below or equal to 99.0%	5 days
Over 95.0% but below or equal to 98.0%	10 days
Equal to or below 95.0%	30 days

4. **Service Credit Request.** In order to receive Service Credits, Customer must notify Riverbed within thirty (30) days of the last calendar day of the month in which the Monthly Uptime Percentage was less than the Service Availability Commitment. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit.
5. **Maximum Service Credit.** The aggregate maximum number of Service Credits to be issued by Riverbed to Customer for all Downtime that occurs in a single calendar month will not exceed thirty (30) days.
6. **Exclusive Remedy.** The Service Credits are Customer's sole and exclusive remedy for any failure by Riverbed to meet the Service Availability Commitment set forth in this SLA.