

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.**

(a) 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.

(b) Generally available end user maintenance and support services for the Aternity Products (www.aternity.com) are subject to the terms and conditions available at www.aternity.com/supportservicedescription.

2. **Supplemental Support Services.**

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

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

(c) Riverbed Extended Support services are subject to the terms and conditions available at www.riverbed.com/extendedsupport.

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

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

(c) If Customer is an Aternity end user customer, Aternity professional services (www.aternity.com) are subject to the terms and conditions available at www.aternity.com/professional-services-terms.

(d) If Customer is an authorized Aternity channel partner, Aternity professional services (www.aternity.com) are subject to the terms and conditions available at www.aternity.com/partner-professional-services-terms.

4. **Enhanced Support Program.** Riverbed’s Enhanced Support Program is subject to the terms and conditions available at www.riverbed.com/enhancedsupportprogram.