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 LLC 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 attached hereto and available at www.riverbed.com/supportservicedescription.

2. **Supplemental Support Services**.

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

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

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