riverbed

EXTENDED SUPPORT DESCRIPTION

This Extended Support Description provides a description of and additional terms and conditions under which Riverbed Technology LLC or one of its affiliates ("**Riverbed**") will provide Extended Support to Customer. These terms amend and are made part of the applicable purchase, services, or other agreement or document that references Extended Support ("**Agreement**"). Any references to "**Customer**" below mean the applicable customer that is placing an order for Extended Support either directly from Riverbed or indirectly through one of Riverbed's authorized channel partners. All capitalized terms used but not defined in this document will have the meanings attributed to such terms in the Agreement. To the extent that there is any conflict between the provisions of this Extended Support Description and the provisions of the Agreement, the provisions of this Extended Support Description will control.

1. **DEFINITIONS**.

   1.1. "**Extended Support**" means Riverbed's support coverage for Sustained Solutions as further described in this document.

   1.2. "**Sustained Solution**" means: (a) any SKU associated with the Modeler, NetAuditor, NetPlanner; Packet Trace Warehouse, and Transaction Analyzer product lines; and (b) any Solution that has reached End-of-Support (as defined in Riverbed's applicable end-of-life policy attached hereto and at www.riverbed.com/supportpolicy) for which Riverbed elects to make Extended Support available.

2. **EXTENDED SUPPORT**. For Sustained Solutions, Customer's purchase of an active support services plan is subject to these Extended Support terms. Riverbed will provide Extended Support as described further in this document:

   2.1. Extended Support is limited to troubleshooting and configuration assistance, including assistance with identifying errors for errors previously identified and resolved. No support, error corrections, or maintenance releases will be provided for newly identified issues, security patches, maintenance releases, or vulnerability fixes. No engineering development support or technical escalations for newly identified issues will be provided. To the extent that any maintenance releases, updates, or upgrades and/or hardware replacement services are made available by Riverbed, in its sole discretion, for Customer's Sustained Solutions that are covered by Extended Support, the provision of such does not modify Riverbed's obligations under these terms.

   2.2. Extended Support includes continued access to Riverbed's support portal located at https://support.riverbed.com (or a successor website designated by Riverbed).

   2.3. Riverbed's provision of Extended Support for a Sustained Solution after its announced end-of-availability date does not change the previously announced end-of-availability or end-of-support dates for that solution.

   2.4. Hardware is excluded from Extended Support, meaning the return and replacement of hardware appliances and certification and testing of software to work with hardware environments is not covered.

   2.5. The Extended Support period is as specified on the renewal or order form.