

Remote Services Support

For added flexibility for identifying and resolving application performance related issues using Riverbed technology and services, Riverbed provides the remote services support offering. Please refer to the [offering menu](#) for how many GCS Credits this offering consumes. This offering provides up to four hours with a Performance Consultant via conference call or screen sharing technology such as WebEx.

There are many possibilities for use of the consulting services included with this offering. Some common scenarios for this offering include:

- quick triage of application performance problems where Riverbed solutions are already in place
- packet capture analysis of a single two-tier transaction
- focused knowledge transfer on how to accomplish a single task such as an application dependency map, a Portal dashboard view, or a new zone creation in an SD-WAN environment, etc.

All hours within a given four hour offering must occur within the same day. If multiple offerings of Remote Assistance have been purchased, up to two offerings may be consumed consecutively in one day.

Invoicing and Pricing

For pricing information, please contact your Riverbed Global Customer Success representative at gcs-credits@riverbed.com or learn more at riverbed.com/gcs-credits.

If you are purchasing directly from Riverbed, additional terms and conditions applicable to invoicing and payments are set forth in the Agreement. If you are purchasing through an authorized Riverbed channel partner, please contact your channel partner representative for details on invoicing, payment, and fees.

All GCS Credits and professional services provided by Riverbed are subject to the applicable professional services terms and conditions available at www.riverbed.com/serviceterms ("**Agreement**"). In the event of a conflict between this brochure and the Agreement, the Agreement will govern with respect to the subject matter of the conflict. "). In the event of a conflict between this brochure and the Agreement, the Agreement will govern with respect to the subject matter of the conflict.