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 available at www.riverbed.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/partnerprofessionalservicesterms.

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