



### **End User Customer Multi-Year Support Policy**

The below policy applies to end user customers purchasing multi-year support directly from Riverbed. If you purchased your support through one of Riverbed's authorized channel partners, please contact the partner you purchased your support from for more information on that partner's policy regarding multi-year support.

In accordance with Riverbed's standard support terms and conditions available at [www.riverbed.com/supportservicedescription](http://www.riverbed.com/supportservicedescription), customers may purchase annual support for a Riverbed product that provides for one (1) to five (5) years of support, subject to Riverbed's end of life policy at [www.riverbed.com/supportpolicy](http://www.riverbed.com/supportpolicy). Any orders placed by end user customers directly with Riverbed for multi-year support are noncancellable and nonrefundable unless otherwise approved by Riverbed in a mutually executed agreement.

Please contact Riverbed support at [support@riverbed.com](mailto:support@riverbed.com) if you have any questions about this policy.