

# Rapidly Engage to Drive Your Business Forward

A Rapid Response add-on service is available for any Riverbed Professional Services engagement involving Riverbed Alluvio products, either provided by Riverbed or owned by the customer, to remotely start the engagement within two business days after Riverbed's acceptance of:

- (1) The applicable order issued to Riverbed by you (if you are purchasing directly from Riverbed) or
- (2) The applicable order issued to Riverbed by the applicable channel partner (if you are purchasing through an authorized Riverbed channel partner).

Rapid Response engagements require initial analysis using Riverbed software products.

This add-on service does not include any Riverbed products. All Riverbed products or product usage, as applicable, must be purchased separately. Riverbed products the customer currently owns may be used; otherwise, RPS will provide the appropriate products if the customer purchases the applicable product usage add-on services.

## Invoicing and Pricing

- For pricing information, or to create a customized engagement, please contact your Riverbed Professional Services sales representative or send your inquiry to [proserve@riverbed.com](mailto:proserve@riverbed.com).
- 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.
- The Riverbed Rapid Response Add-on Service is subject to the applicable terms and conditions available at <https://www.riverbed.com/serviceterms> (**Agreement**). If there is a separate mutually signed agreement between customer and Riverbed expressly covering the Rapid Response Add-on Service, then the express terms of that agreement will govern, provided however, in the event of a conflict between the Agreement and any existing agreement, the terms of the Agreement will control.