



End-of-Availability (EOA) Notice

- Cascade 2-day training
- L1/L2 Support 1-day training

For Internal and Partner release
July 26, 2010

1. Announcement Summary

Riverbed Technology hereby announces the end-of-availability of the Riverbed Professional Services SKUs noted below. These SKUs will no longer be available on the Riverbed pricelist effective August 27th, 2010. Customers and partners may continue to order these SKUs from Riverbed through August 26th 2010. These services will be replaced by new services on the August Riverbed pricelist.

Table 1 identifies the relevant Cascade training dates for end-of-availability.

SKU	Name	Description	End-of-Availability (Last order date)
SVC-TRA-00145	Riverbed Cascade Onsite Training	Riverbed Cascade Installation & Configuration Class - onsite base package for up to 3 students (excludes T&E)	August 26, 2010
SVC-TRA-00146	Riverbed Cascade Onsite Training - Each Additional Customer Student	Each additional onsite customer student (must be purchased with the Riverbed Cascade Onsite Training base package)	August 26, 2010
SVC-TRA-00147	Riverbed Cascade Onsite Training - Each Additional Partner Student. PARTNER PRICING ONLY - NOT FOR RESALE	Each additional onsite partner student (must be purchased with the Riverbed Cascade Onsite Training base package)	August 26, 2010
SVC-TRA-00148	Riverbed Cascade Facility Training - Customer	Riverbed Cascade Training - 2 days - per customer student (Riverbed or ATP facility)	August 26, 2010
SVC-TRA-00149	Riverbed Cascade Facility Training - Partner. PARTNER PRICING ONLY - NOT FOR RESALE	Riverbed Cascade Training - 2 days - per partner student (Riverbed or ATP facility)	August 26, 2010

Table 2 identifies the new services and relevant replacement SKU's for the end-of-availability SKU's listed in table 1 above.

Replacement SKU's			
SKU	Name	Description	Replaces
SVC-TRA-00150	Riverbed Cascade Onsite Training	Riverbed Cascade Installation & Configuration Class – 3 days - onsite base package for up to 3 students (excludes T&E)	SVC-TRA-00145
SVC-TRA-00152	Riverbed Cascade Onsite Training - Each Additional Customer Student	Each additional onsite CUSTOMER student (must be purchased with the Riverbed Cascade Onsite Training base package). Must be purchased increments of 3 units.	SVC-TRA-00146
SVC-TRA-00152	Riverbed Cascade Onsite Training - Each Additional Partner Student. PARTNER PRICING ONLY - NOT FOR RESALE	Each additional onsite PARTNER student (must be purchased with the Riverbed Cascade Onsite Training base package). Must be purchased increments of 3 units.	SVC-TRA-00147
SVC-TRA-00153	Riverbed Cascade Facility Training - Customer	Riverbed Cascade Training - 3 days - per CUSTOMER student (Riverbed or ATP facility). Must be purchased increments of 3 units.	SVC-TRA-00148
SVC-TRA-00154	Riverbed Cascade Facility Training - Partner. PARTNER PRICING ONLY - NOT FOR RESALE	Riverbed Cascade Training - 3 days - per PARTNER student (Riverbed or ATP facility). Must be purchased increments of 3 units.	SVC-TRA-00149

Table 3 identifies the relevant L1/L2 Support 1-day training dates for end-of-availability.

SKU	Name	Description	End-of-Availability (Last order date)
SVC-TRA-00017C	SH Ops-Facility-Cust	Steelhead Operations & Troubleshooting Class focused on L1 & L2 Support - 1 day - per customer student (Riverbed or ATP Facility)	August 26, 2010
SVC-TRA-00017P	SH Ops-Facility-Part. PARTNER PRICING ONLY - NOT FOR RESALE	Steelhead Operations & Troubleshooting Class focused on L1 & L2 Support - 1 day - per partner student (Riverbed or ATP Facility)	August 26, 2010
SVC-TRA-00018B	SH Ops-Onsite-Base	Steelhead Operations & Troubleshooting Class focused on L1 & L2 Support - 1 day - dedicated onsite training base package for up to 3 people (excludes T&E)	August 26, 2010
SVC-TRA-00018C	SH Ops-Add'l-Onsite-Cust	Each additional onsite customer student (must be purchased with SH Ops Class	August 26, 2010

		Onsite Base Package)	
SVC-TRA-00018P	SH Ops-Add'l- Onsite-Part. PARTNER PRICING ONLY - NOT FOR RESALE	Each additional onsite partner student (must be purchased with base SH Ops Class Onsite Base Package)	August 26, 2010

Table 4 identifies the new services and relevant replacement SKU's for the end-of-availability SKU's listed in table 3 above.

Replacement SKU's			
SKU	Name	Description	Replaces
SVC-TRA-00155	SH Ops-Facility- Cust	Steelhead Operations & Troubleshooting Class focused on L1 & L2 Support - 2 days - per CUSTOMER student (Riverbed or ATP Facility). Must be purchased increments of 2 units.	SVC-TRA-00017C
SVC-TRA-00156	SH Ops-Facility- Part. PARTNER PRICING ONLY - NOT FOR RESALE	Steelhead Operations & Troubleshooting Class focused on L1 & L2 Support - 2 days - per PARTNER student (Riverbed or ATP Facility). Must be purchased increments of 2 units.	SVC-TRA-00017P
SVC-TRA-00157	SH Ops-Onsite- Base	Steelhead Operations & Troubleshooting Class focused on L1 & L2 Support - 2 days - dedicated onsite training base package for up to 3 people (excludes T&E)	SVC-TRA-00018B
SVC-TRA-00158	SH Ops-Add'l- Onsite-Cust	Each additional onsite CUSTOMER student (must be purchased with SH Ops Class Onsite Base Package) – 2 days - must be purchased increments of 2 units.	SVC-TRA-00018C
SVC-TRA-00159	SH Ops-Add'l- Onsite-Part. PARTNER PRICING ONLY - NOT FOR RESALE	Each additional onsite partner student (must be purchased with base SH Ops Class Onsite Base Package) – 2 days - must be purchased increments of 2 units.	SVC-TRA-00018P

2. Additional Information

For additional information regarding this change, please contact Alex Hesterberg at alex.hesterberg@riverbed.com.