

# Riverbed Global Customer Success Support Portfolio

	Gold	Gold Plus	GPLCS	Platinum	PCS
Access to Riverbed Support Site	✓	✓		✓	
Software Updates & Upgrades	✓	✓		✓	
Self-Paced Training including RCPE Foundations and Associate	✓	✓		✓	
Technical Support 24x7x365	✓	✓		✓	
Assigned Resources			CSM		CSM, ASE
Included GCS Credits			224		498
Executive Sponsor					✓
Target Response Times	Reasonable effort initial response times				
P1 (Critical)	within 1h	within 1h		within 1h	within 30m
P2 (High)	within 6h	within 4h		within 4h	within 2h
P3 (Minor)	next business day	within 8h		within 8h	
P4 (Informational)	next business day	next business day		next business day	
Parts Delivery	Advanced Replacement Next Business Day*	Up to 4 Hours** (Most Locations)	Per asset	Up to 4 Hours** (Most Locations)	Per asset
On-site Hardware Repair or Replacement				✓	Per asset

\* For countries that do not have an “in-country” Gold depot and are not within the EU states, international shipping and Customs processing will be required which extends the delivery timescale

\*\* Response times and hours of coverage are dependent on country and location

Response times, hours of coverage and international shipping requirements shall be verified by emailing [platinumsupportverification@riverbed.com](mailto:platinumsupportverification@riverbed.com) prior to sale