



SUPPORT SERVICES REINSTATEMENT FEE

For Orders submitted to and accepted by Riverbed on or after October 1, 2018, Riverbed will calculate the Reinstatement Fee as follows:

The Support Services Reinstatement Fee is a ten percent (10%) fee applied against the Annual Contract Value of the Support Services contract purchased for such Product on a go-forward basis.

- Annual Contract Value means the average annualized revenue per Support Services contract.

For example, if following a lapse in Support Services, a Customer elects to renew by purchasing a three-year Gold level Support Services contract associated with the SKU MNT-GLD-CXA-07070, the Reinstatement Fee would be \$3,296.40 (10% of the Annual Contract Value of \$32,964).

For Orders submitted to and accepted by Riverbed prior to October 1, 2018, Riverbed will calculate the Reinstatement Fee as follows:

Customer shall pay all applicable Support Services fees for such lapsed period plus a twenty percent (20%) charge on the applicable Support Services fees for the lapsed Support period, which amount will be based on the level of Support that Customer requests to purchase for such Products on a go-forward basis.