



AUTHORIZED CHANNEL PARTNER MULTI-YEAR SUPPORT POLICY

The below policy applies to Riverbed authorized channel partners purchasing multi-year support directly from Riverbed. Any references to "Partner" below mean the applicable channel partner that has entered into a distributor, reseller, service provider, systems integrator, or other channel partner agreement with Riverbed and is placing an order directly with Riverbed for multi-year support. This policy does not apply to multi-year support purchased by Partner through a Riverbed authorized distributor; if you purchased your support through one of Riverbed's authorized distributors, please contact the distributor for more information on the distributor's policy regarding cancellation of multi-year support.

In accordance with Riverbed's standard support terms and conditions available at www.riverbed.com/supportservicedescription, Partners 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. Any orders placed by Partners 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 if you have any questions about this policy.