



ATERNITY END-OF-LIFE POLICY

Riverbed is continually evolving the Aternity offerings. These innovations mean that Riverbed periodically transitions away from selling or servicing certain on-premises software or cloud services offerings. This Aternity End-of-Life Policy outlines how Riverbed handles support for the Aternity offerings that Riverbed elects to discontinue. As technology development drives changes, Riverbed may change this policy, so Riverbed encourages customers to check www.riverbed.com/supportpolicy regularly to get the latest information.

1. DEFINITIONS.

- 1.1. “**End-of-Availability**” means the date that an offering is no longer available for order from Riverbed.
- 1.2. “**EOL Notification**” means a Riverbed-issued notification communicating end-of-life milestone for an offering to the public.
- 1.3. “**End-of-Support**” means the date an offering is no longer supported by Riverbed.

2. ON-PREMISES SOFTWARE PRODUCTS.

- 2.1. Riverbed issues an EOL Notification generally 60-90 days prior to End-of-Availability for an on-premises software product.
- 2.2. The End-of-Availability date means the on-premises software product is removed from Riverbed's ordering system and price list; it is also the date after which no new major or minor software releases will be made available.
- 2.3. The EOL Notification will include an End-of-Support date that is three (3) years after the End-of-Availability date. Riverbed will continue to offer maintenance and support services as detailed below for such product until the applicable End-of-Support date so long as the customer continuously maintains a valid and active support plan for such product:
 - (a) Access to telephone, email and Riverbed's support portal for three (3) years from the End-of-Availability date; and
 - (b) Software maintenance (patches and bugs) on or more major or minor releases that support the on-premises software product for three (3) years from the End-of-Availability date.

3. CLOUD SERVICES OFFERINGS.

A subscription to the Aternity cloud service offering includes support for that offering during the applicable subscription period. (The Aternity cloud service offering requires customers to install an on-premises component (or agent); the on-premises component's End-of-Support date is the same as the cloud service offering's End-of-Support date.)

- 3.1. Riverbed issues an EOL Notification generally 60-90 days prior to End-of-Availability for a cloud service offering.
- 3.2. The End-of-Availability date means the cloud services offering is removed from Riverbed's ordering system and price list; it is also the date after which no new customers may subscribe to the cloud service offering.
- 3.3. The EOL Notification will include an End-of-Support date. For customers with a valid cloud services subscription in effect as of the End-of-Availability date, Riverbed will continue to operate the cloud service until the end of the applicable customer's then-current subscription period. Existing customers with valid cloud services subscriptions in effect as of the End-of-Availability date may (at Riverbed's discretion) continue to purchase subscription renewals after the End-of-Availability date, but the term of those renewals shall not exceed beyond the End-of-Support date.

4. SOFTWARE RELEASES.

Riverbed determines in its sole discretion the timing and content of any Aternity software release. Customers with current, valid support plans can obtain new versions of Aternity software by downloading the updates from the support portal for on-premises software products or from the console for cloud services offerings.

Aternity software releases are designated in the form of X.Y.Z (where X, Y, and Z are integers) and characterized as follows:

Release Type	Release Designator Changes to	Release Content
Major	X changes to X' which is greater than X. Y and Z are set to zero.	Contains significant new features, and may also contain minor new features and software error corrections.
Minor	X does not change. Y changes to Y' which is greater than Y. Z set to zero.	Contains minor new features and may also contain software error corrections.
Patch	X and Y do not change. Z changes to Z' which is greater than Z.	Contains software error corrections (maintenance) to existing features and may occasionally contain minor new features that Aternity elects to provide as part of the Patch release instead of a Minor release.

Riverbed's standard practice is to provide software support and maintenance on the following Aternity releases:

- The highest Major.Minor release of the software (“**Current Highest Release**”).
- The second highest Major.Minor release of the software (“**Second Highest Release**”), for a period of (i) one year after general customer availability of the Current Highest Release of the software or (ii) the release of a new highest Current Highest Release, whichever is first.
- With respect to the Current Highest Release and the Second Highest Release, only the highest Patch release will be supported.
- The Current Highest Release for any end-of-availability offering that has not yet reached End-of-Support.



By way of example:

If the Current Highest Release of the software is:	We will also support the Second Highest Release for up to 1 year after the Current Highest Release is generally available:
15.2.z	15.1.highest
15.1.z	15.0.highest
15.0.z	14.highest.highest
14.9.z	14.8.highest

At Riverbed's discretion, it may provide support for older releases. If a customer encounters an error in a version of the software that is other than the highest release of any type, Riverbed may require the customer to upgrade to a specified higher version to obtain a correction of the error.