

I GENERAL INFORMATION

CACI is an authorized service provider and reseller for Riverbed's products and services.

CACI pricing for Riverbed products and services is subject to change without notification.

II MAINTENANCE

MANUFACTURER END OF LIFE / NOT SUPPORTED EQUIPMENT – CACI assumes no liability, on-site or otherwise, for parts that cannot be spared properly as a result of a product being EOL or no longer supported by an original equipment manufacturer. CACI assumes no liability for the product/part if the original equipment manufacturer cannot repair/replace an EOL/no longer supported product/part.

TERMS AND CONDITION APPLICABLE TO ALL MAINTENANCE PROGRAMS – Equipment placed under maintenance service shall be installed in accordance with standard and accepted installation practices and in good operating condition.

In order to determine that the equipment is in good operating condition for equipment not covered under a current maintenance agreement, CACI reserves the right to certify such equipment, at the customer's expense, to ensure that the equipment is installed in accordance with accepted standards prior to CACI assuming maintenance responsibility. Deficiencies noted during a certification require correction by the customer prior to a maintenance agreement with CACI taking effect.

CUSTOMER RESPONSIBILITIES

Customer personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by CACI.

TECHNICAL ASSISTANCE CENTER (TAC) ONLY

TAC ONLY includes 24x7 telephone support. To receive service under the TAC ONLY Service Program, all communications must be through the CACI Network Control Center (NCC).

Riverbed Products and Services Catalogue

Product	Description	Commercial Price
MNT-L3-GLD-SHA-00550	Gold level annual support for Steelhead Appliance 550 Series	\$1,387.00
MNT-L3-GLD-SHA-01050	Gold level annual support for Steelhead Appliance 1050 Series	\$2,043.00
MNT-L3-GLD-SHA-02050	Gold level annual support for Steelhead Appliance 2050 Series	\$4,086.00
MNT-L3-GLD-SHA-05050	Gold level annual support for Steelhead Appliance 5050 series	\$6,129.00
MNT-L3-GLD-SHA-06050	Gold level annual support for Steelhead Appliance 6050 Series	\$19,700.00
MNT-L3-GLD-SHA-07050	Gold level annual support for Steelhead Appliance 7050 Series	\$32,833.00