

Decommissioned Asset Policy – for Customer & Partner Review

Policy

A customer may request to have the status of any asset changed to Decommissioned. In order to be considered Decommissioned, the unit must be owned by the customer and must no longer be in use. Once the asset status is changed to Decommissioned, it will no longer be visible in the customer's default Asset View in the My Riverbed section of the Riverbed support site and the asset will no longer be pursued for Support renewal. In order to view Decommissioned assets, the customer will need to click the box "View All Assets" in the Assets section of the My Riverbed section of the Riverbed support site.

In order to complete the process and have the status changed the customer must complete the Decommissioned Asset form or an email notification containing the same information as the Decommissioned Asset form. The form/email may also be completed by a Partner on their behalf but must have Customer sign-off (unless the form is completed by a Managed Service provider – then no Customer sign-off is required). If an asset is decommissioned by a Riverbed partner on behalf of the end customer (without the end customer's written or email approval of such action to the partner) and such asset subsequently is required by an end customer to be recommissioned, the partner will be liable for any back support fees to cover software patches, updates and upgrades.

Customers will not have the ability to provide early notification of plans to decommission an asset – requests to update the asset to Decommissioned status will only be accepted from customers at the time of (or after) actual decommission.

If there is an active or signed (future) Support contract on the unit being marked as Decommissioned, no action will be taken to remove that asset from active (or future) Support. Customers will not receive a monetary credit if an asset is decommissioned prior to support contract expiration date as Support purchases are nonrefundable.

Assets with a status of Decommissioned are not eligible for further Support renewal.

If a customer re-installs a previously decommissioned asset, they must have the status changed back to its previous status before the asset can be quoted for Support or has its Support renewed again. In order to have the status changed back, customer must complete the Reactivated Asset form and if support is required on the unit, the customer must pay back support to the date the unit last had an active support contract, as well as one year forward, at minimum (in line with Riverbed's continuous support policy).

Support Renewal Representatives (SRR) will supply the Decommissioned Asset form to Customers and Partners as requested. The form is also available via a KB article on the Support website. The form should be returned to either the SRR or renewals-admin@riverbed.com for action.

The same process will be followed for assets being re-installed.