

Rackspace® Managed Service Level Agreement (SLA)

Choosing a hosting provider is never easy and it seems to be risky when your site is at stake. We know that the availability of your site is of utmost importance and entrusting your website to Rackspace is something that we take seriously. That's why we have built the hosting industry's most aggressive Service Level Agreement (SLA) to cover the multiple components that keep your site up and running.

Our SLA is a contract between you, the customer, and Rackspace. It defines the terms of our responsibility and the money back guarantees if our responsibilities are not met. We want our customers to feel at ease with their decision to move their site to Rackspace, and knowing that Rackspace takes your site's uptime as seriously as you do is imperative.

The Rackspace SLA covers the availability of your website and three components that keep your site up and running:

Network

Rackspace Guarantees

Network will be available 100% of the time in a given month, excluding scheduled maintenance.

Customer Advantages

A credit of 5% of the monthly fee for each 30 minutes of downtime. A credit of up to 100% of the monthly fee for the affected server.

Infrastructure

Rackspace Guarantees

Critical infrastructure systems, including power and HVAC, will be available 100% of the time in a given month, excluding scheduled maintenance.

Customer Advantages

A credit of 5% of the monthly fee for each 30 minutes of downtime, up to 100% of the monthly fee for the affected server.

Hardware

Rackspace Guarantees

Functioning of all hardware components and replacement of any failed component at no cost to the customer.

Customer Advantages

A credit of 5% of the monthly fee per additional hour of downtime, up to 100% of the monthly fee for the affected server.

Service Level Agreement

100% Network Uptime

Rackspace guarantees that its network will be available 100% of the time in a given month, excluding scheduled maintenance. Network uptime includes functioning of all network infrastructure including routers, switches and cabling, but does not include services or software running on your server. Network downtime exists when a particular customer is unable to transmit and receive data and is measured from the time the trouble ticket is opened.

Rackspace Guarantee: Upon experiencing downtime, Rackspace will credit the customer 5% of the monthly fee for each 30 minutes of downtime (*up to 100% of customer's monthly fee for the affected server*).

MODIFIED DATE: 1-29-2008

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Infrastructure

Rackspace guarantees that the critical infrastructure systems will be available 100% of the time in a given month, excluding scheduled maintenance. Critical infrastructure includes functioning of all power and HVAC infrastructure including UPSs, PDUs and cabling, but does not include the power supplies on customers' servers. Infrastructure downtime exists when a particular server is shut down due to power or heat problems and is measured from the time the trouble ticket is opened to the time the problem is resolved and the server is powered back on.

Rackspace Guarantee: Upon experiencing downtime, Rackspace will credit the customer 5% of the monthly fee for each 30 minutes of downtime (up to 100% of customer's monthly fee for the affected server).

Hardware

Rackspace guarantees the functioning of all hardware components and will replace any failed component at no cost to the customer. Hardware is defined as the Processor(s), RAM, hard disk(s), motherboard, NIC card and other related hardware included with the server. This guarantee excludes the time required to rebuild a RAID array and the reload of certain operating systems and applications.

Hardware replacement will begin once Rackspace identifies the cause of the problem. Hardware replacement is guaranteed to be complete within one hour of problem identification.

Rackspace Guarantee: In the event that it takes us more than one hour to replace faulty hardware, Rackspace will credit the customer 5% of the monthly fee per additional hour of downtime (up to 100% of customer's monthly fee for the affected server).

Credit Requests

To receive an SLA credit, Rackspace customers must contact their account manager.

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