Rackspace Colocation Access and SLA Summary

Data Center	Access		Uptime SLA		Smart Hands SLA	
	Physical	Remote	Critical Power	Cooling within ASHRAE TC 9.9 standards	1-hour response	24-hour execution
DFW3 HKG1 LON5 ORD1	✓		100%	100%	Yes	Yes
IAD3 SYD2		✓	100%	100%	Yes	Yes
MCI1 NYC2 SJC2 SJC3	✓		100%	100%	No	Yes
AMS41 AMS42 ATL40 BOS40 BOS41 DEN40 CLT40 IAD40 LAX40 MCI40 MIA40 ORD40 NYC40 NYC41 NYC42 NYC43 NYC44 ORD40 PHX40 PHX41 SFO40 SIN40 SJC40 SJC41 WPA40 DFW41	✓		100%	100%	Yes	No

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