REMOTE DESKTOP SESSION HOST PRODUCT TERMS

In addition to any other terms and conditions of Customer's Agreement with Rackspace, these Product Terms shall apply when Customer purchases Remote Desktop Session Host Services.

1. ADDITIONAL DEFINED TERMS.

"**Remote Desktop Services** ("**RDS**") means the suite of Microsoft Windows features that allow authorized users to access applications and other resources on a Windows computer remotely.

2. REMOTE DESKTOP SESSION HOST SERVICES. Rackspace shall, in consultation with Customer, design, deploy, and configure servers and components of RDS to a state where Customer can install and publish software. Rackspace shall install and configure the following additional Windows Features: RD Web Access, RD Gateway, RD Licensing, RD Connection Broker, and RD Session Host. Rackspace shall additionally install RD licensing, configure user profile file shares, create a default RD Session Host Collection, and test Remote App publishing.

Remote Desktop Session Host is available on Windows servers utilizing a variety of underlying hardware, virtualization, and/or cloud platforms.

3. CUSTOMER OBLIGATIONS. Customer agrees to provide timely updates to information requests during solution implementation.

Customer must have their own Active Directory domain.

4. DISCLAIMERS. Remote Desktop Session Host Services are only available when deploying new servers running the most recent Rackspace Supported version of Microsoft Windows Server.

Customer is solely responsible for confirming compatibility of all applications and workloads running on or that may be affected in an environment using Remote Desktop Session Host Services.

Rackspace reserves the right to terminate, suspend performance of, and/or decline to perform the Remote Desktop Session Host engagement, in its sole discretion.

5. CHANGE CONTROL. This change control procedure applies for any additions to and/or modifications of an existing Remote Desktop Session Host engagement which are not immaterial, as determined by Rackspace. Customer and Rackspace shall work together to prepare a written change request incorporating, at a minimum, the following information:

i. A detailed description of the change and the rationale behind the change;

ii. Any impact on scope and provision of the requested Services;

iii. Any amendment required to document the change;

iv. Details of any increase or decrease in Fees as a result of the change; and

v. The date of expiry of validity of the change request.

Customer shall respond to a change request sent from Rackspace within five Business Days. Rackspace and Customer shall work together to revise any change request, as necessary, to accurately reflect the requested

© 2021 Rackspace US, Inc. – Global Product Terms – 24 March 2021 Revision – OT# 59830

changes and their effect on the Services. If both parties subsequently agree to implement a change request, then both parties shall execute an amendment to the applicable Service Order to authorize implementation of those changes. Until such time as an amended Service Order has been fully executed, Customer and Rackspace shall continue to perform in accordance with the scope of the most recently agreed Service Order.

6. FEES. Upon a successful completion of a Remote Desktop Session Host installation, Customer shall be billed a one-time Fee for these Services as specified in the Service Order. Fees for these Services shall be billed to Customer in the currency of Customer's most current invoice.

7. ACCEPTANCE. Following Rackspace's notice of completion, Customer shall have 72 hours to review the delivered solution and notify Rackspace via ticket of any non-conformance of the agreed Remote Desktop Session Host. To be effective, Customer's notification shall contain sufficient detail to permit Rackspace to identify and correct the non-conformance.