MANAGED COLOCATION SUPPORT ADDENDUM

In addition to any other terms and conditions of Customer's Agreement with Rackspace, this Managed Colocation Support Addendum ("**Addendum**") applies when Customer purchases Rackspace Colocation Services with the addition of Managed Colocation Support.

1. ADDITIONAL DEFINED TERMS.

"**Covered Hardware**" means hardware which has been identified in an order between Customer and Rackspace as within the scope of services detailed in this Addendum.

"**Supported Version**" means a version of software (including firmware) that has been pre-approved by Rackspace.

2. SERVICES.

2.1. Generally. Rackspace will provide commercially reasonable efforts to assist Customer with implementation configuration, and ongoing management of Covered Hardware, provided the Covered Hardware is supported by the original equipment manufacturer (e.g., not identified as "end of support," "end of life," or with similar language indicating device deprecation).

2.2. Firmware Updates. Rackspace will provide firmware updates on Covered Hardware to Supported Versions of the firmware.

2.3. No Other Services. Rackspace will not provide any Services to Customer pursuant to this Addendum except those Services explicitly identified in this section 2.

3. SLAs.

3.1. Response Time SLA. Upon receiving a support request, Rackspace shall designate each request according to the following severity categories:

Severity Level	Example	Initial Response Time
Emergency Server, switch, or site down	Customer cannot access Customer's server or site from the public Internet.	Within 15 minutes
Urgent Server or site functioning improperly or at less than optimal performance	Customer's server or site is accessible but in a reduced state (timeouts or slow response).	Within 1 hour
Standard Non-critical; server or site is functioning normally, but Customer requires information or assistance, wish to schedule maintenance, or any other non-immediate tasks	Customer's site is functioning with acceptable parameters, but Customer requires assistance in loading software or has a help desk-type question.	Within 4 hours

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3.2. If Rackspace fails to meet an Initial Response Time stated in section 3.1, Customer is eligible to request a credit of US$250 per event, up to 100% of Customer's monthly Fee for the affected components of the Customer Configuration. The Initial Response Times stated in section 3.1 apply only to requests Customer makes via ticket through the Rackspace provided customer portal. The times in section 3.1 are response times, not resolution times, Rackspace makes no guarantee regarding the time to resolve a request.

3.3. Credits. Customer must request a credit in writing via a support ticket no later than 14 days following the occurrence of the event giving rise to the credit. Rackspace shall contact Customer within 30 days to approve or reject the claim or to request more information. If the claim is approved, the credits will be applied to invoices issued after the approval of the credit. For the purpose of determining whether a customer receives a credit, time periods shall be measured from the time a ticket is received by Rackspace's support team. Credit remedies identified in specific currency amounts are awarded in the amount matching the currency on Customer's invoice.

3.4. Exceptions. Credits cannot be used for any other Rackspace Service. Unused credits are forfeit. Customer is not eligible to request a credit for a failure to meet a SLA which results from denial of service attacks, viruses or malware, hacking attempts, or any other circumstances that are not within Rackspace's control. Customer is not eligible to request a credit if Customer is in breach of the Agreement at the time of the occurrence of the event giving rise to the credit. No credit shall be due if the credit would not have accrued but for Customer's action or omission.

3.5. Maintenance. Customer is not eligible for a credit remedy if a SLA failure results from Maintenance. "**Maintenance**" means:

(A) Rackspace Maintenance Windows. Modification or repairs to shared infrastructure (such as core routing or switching infrastructure) and fleet management activities (such as firmware updates for Customer's network appliances) that Rackspace has provided notice of at least 72 hours in advance of and that occurs during off peak hours in the time zone where the data center is located;

(B) Scheduled Customer Maintenance. Maintenance of the Customer Configuration that Customer requests and that Rackspace schedules with Customer in advance (either on a case by case basis, or based on standing instructions), such as hardware or software upgrades, and including periods during which Customer sets or requests an alert suppression on the Customer Configuration; and

(C) Emergency Maintenance. Critical unforeseen maintenance needed for the security or performance of the Customer Configuration or Rackspace's network.

3.6. Application. This section 3 applies to any SLAs which may be provided in other Product Terms for Services used in conjunction with the Customer Configuration governed by this Addendum.

4. EXCLUSIONS & DISCLAIMERS.

4.1. Security. Customer is solely and exclusively responsible for implementing, configuring, continuously maintaining and monitoring security of the Covered Hardware. Rackspace is relieved of any obligation to provide support to Customer pursuant to this Addendum for any support request arising from or in connection with a security incident, vulnerability, or Customer's failure to otherwise comply with this section 4.

4.2. Vendor/OEM Support. Rackspace will not facilitate support between Customer and the vendor and/or manufacturer of equipment not owned by Rackspace. Customer is solely and exclusively responsible raising support requests directly with applicable vendors and/or manufacturers of software and/or equipment.

4.3. Unsupported Firmware Updates. Customer is solely and exclusively responsible for implementing any firmware updates on any Covered Hardware which are not Supported Versions of the firmware.

4.4. Geographic Restriction. These service shall only be made available in the following Rackspace owned and operated datacenters: NYC1, NYC2, SJC3, MCI1, LON7, SIN2. Any attempt to sell these Services within a datacenter not listed in this section 4.4 is void ab initio.

4.5. Device Security and Access Protocols. As necessary for support of the Covered Hardware by Rackspace pursuant to this Addendum, Customer shall configure the Covered Hardware to use the Rackspace authentication, authorization, and accounting protocols as identified in the Rackspace Configuration Requirements. Customer remains the primary system and account administrator and is ultimately responsible for the integrity, security, maintenance, and protection of the Covered Hardware by: (i) selecting, purchasing, and ensuring proper configuration of appropriate Services; (ii) implementing adequate controls to maintain appropriate security, protection, and deletion of data from the Covered Hardware (which shall include logging, encryption, and logical access measures); (iii) ensuring that Rackspace is not provided with any access to Customer Data, except as otherwise explicitly set out in the Agreement; and (iv) using data integrity controls to restore the availability of Customer Data in a timely manner (which shall include routine backups and archiving of Customer Data in an environment separate from the Customer Configuration).