THE FANATICAL SUPPORT PROMISE®

At Rackspace, we deliver Fanatical Support® anytime, anywhere, and in any way imaginable.

It's the no excuses, no exceptions, can-do service that Rackers (Rackspace team members) deliver to our Customers every day. Total Customer satisfaction is our primary objective; at Rackspace, anything less is unacceptable.

At Rackspace, 24x7x365 support for our Customers is more than our job. It's our identity. Our mission at Rackspace's is to provide our Customers with high quality, reliable, and hassle-free managed data center and technology support services. If you experience a problem, your Rackspace support team will go above and beyond to make things right so you can stay focused on your business.

Of course, we cannot promise that hardware will never fail, that software will never malfunction or even that Rackspace will always be perfect. What we do promise, however, is that if something does go wrong, we will take action to resolve the issue**.**

1. THE ELEMENTS OF FANATICAL SUPPORT. Fanatical Support is more than simply a brand, and more than simply a description of the exceptional Customer service we deliver. Fanatical Support is a statement of the values we aspire to adhere to every day:

1.1. Responsiveness.

(A) The Rackspace support team will be available to Customers 24x7x365.

(B) Rackspace will assess and prioritize Customers' open requests based upon urgency and criticality.

1.2. Ownership.

(A) Rackspace will assume responsibility for Customers' Dedicated Hosting Services.

(B) Rackspace provides problem-solving resources and encourages Rackers to take approved actions, while authorizing Rackers to escalate when needed.

(C) Rackspace will follow through on commitments made to Customers.

1.3. Resourcefulness.

(A) Rackspace employ creative and practical solutions for the management of Customers' hosted Services.

1.4. Expertise.

(A) Rackspace will have subject matter experts available with competencies to troubleshoot and to provide technical guidance to Customers.

(B) Rackspace's support teams will have the industry and technology expertise to advise Customers on Services questions and concerns.

1.5. Transparency.

(A) Rackspace will actively listen and will communicate with Customers in a direct and individualized manner.

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(B) Rackspace's support communications will be focused upon addressing Customers' specific concerns.

(C) Rackspace's answers to Customers' questions will be straightforward and candid and Rackspace will not evade tough questions.

2. HOW RACKSPACE HONORS THE FANATICAL SUPPORT PROMISE.

2.1. If Customer reasonably believes that Rackspace has failed to meet the elements of Fanatical Support - Responsiveness, Ownership, Resourcefulness, Expertise and Transparency – then Customer may initiate a Fanatical Support request for remedial action as follows:

(A) Customer can submit the request to Rackspace particularly specifying "Fanatical Support" (i.e., a "Fanatical Support request" a "Fanatical Support action plan", or a "Fanatical Support remediation").

(B) The Fanatical Support request must be submitted within 30 days of the precipitating issue. For issues already in progress for more than 30 days, the request must be submitted within 30 days of the most recent communications between Customer and Rackspace, and the request is then subject to a demonstrated history of continuous, good faith communications and cooperation with Rackspace from the time of the original precipitating issue.

(C) For the Fanatical Support request to be accepted by Rackspace to undertake the actions described in section 2.2 (i) Customer may not be past due on any account for at least 60 days prior to the request, and (ii) Customer must not otherwise be in breach of the Agreement.

2.2. If the Fanatical Support request is accepted, Rackspace will undertake the following actions:

(A) A Rackspace Account Manager will, within 20 days, coordinate an initial investigation and present an action plan to manage the issue (and to minimize the likelihood of recurrence).

(B) The action plan may include assembly of the relevant information and Customer history, and engagement of account administration or technical personnel (or other resources) to troubleshoot, advise or otherwise guide the appropriate course of action.

(C) Customer will be provided access to a manager for issue escalation. If necessary, Customer's escalation path may include a member of Rackspace's leadership team.