

The Fanatical Support Promise®

Fanatical Support® Happens Anytime, Anywhere, and Any Way Imaginable at Rackspace

It's the no excuses, no exceptions, can-do service that Rackers (our employees) deliver every day. Your complete satisfaction is our sole ambition. Anything less is unacceptable.

Working hard 24x7x365 to support you is more than our job. It's who we are. Our driving purpose is to take care of your business; to make sure things go as smoothly as possible. And if for some reason they don't, you'll be surprised at the lengths we go to make things right. Any issue you have is taken care of by your own expert Rackspace Support Team so you don't have to worry about it again.

We cannot promise that hardware won't break, that software won't fail or that we will always be perfect. What we can promise is that if something goes wrong we will rise to the occasion, take action, and help resolve the issue.

Just how far are we willing to go to make sure you experience Fanatical Support? Well, if we don't live up to our pledge of Fanatical Support, we'll even *let you leave Rackspace before your commitment is up*. But we're sure it will never come to that.

The Elements of Fanatical Support

What You Can Expect from Rackspace Every Day

Fanatical Support® isn't just what we do. It's really what makes us, well, us. Fanatical Support is more than a brand. It's the exceptional service we deliver every day. We promise to provide Fanatical Support with:

Responsiveness

- Service will be provided by a support team that will be available to you 24x7x365
- We will be accessible to you by phone or ticket at all times
- We will take special care to assist with your urgent requests

Ownership

- We will take personal responsibility for your hosted Rackspace infrastructure or services
- We empower our employees to make decisions and take actions

- A live escalation contact will be readily available to you at all times
- We will follow through on our commitments to you

Resourcefulness

We employ creative and practical solutions for your hosting service. Expertise

- We will have subject matter experts available that know how to identify problems and offer solutions
- Our support teams will provide advice to you about your Rackspace environment or services based on industry and technology expertise

Transparency

- We actively listen and provide you with direct and individualized communications
- Our communications and conversations are not scripted, but are personal responses addressing your specific needs
- Our answers to your questions will be straightforward and honest and we will not avoid tough questions

How We Honor The Fanatical Support Promise®

If you reasonably believe that we have failed to meet our Five Elements of Fanatical Support®—Responsiveness, Ownership, Resourcefulness, Expertise and Transparency—Rackspace will pursue the following remedies:

- 1.** Your Rackspace Account Manager will coordinate a thorough investigation of the cause of the event and present an action plan to remedy the immediate issue and to help prevent similar issues from happening in the future.
- 2.** You will have access to a manager 24x7 for issue escalation. If necessary, you will even be able to escalate your issue to a member of our leadership team.
- 3.** If we fail to meet the commitments of the action plan that was enacted, you may terminate your contract with Rackspace by providing 30 days advance written notice describing the incidents, provided that:
 - You are not past due on any account for at least (60) days prior to the date of notice; and

- You have not otherwise breached your Hosting Services Agreement or the Rackspace Acceptable Use Policy

URL: <http://www.rackspace.com/information/legal/fanatical-support-promise>

© 2015 Rackspace US, Inc. – Global version – revised Friday July 3, 2015