

THE FANATICAL SUPPORT PROMISE®

Our Commitment. Delivered.

Fanatical Support® happens anytime, anywhere and any way imaginable at Rackspace. It's the no excuses, no exceptions, can-do way of thinking that Rackers bring to work 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 quickly taken care of by your own expert Rackspace Support Team, so you'll never have to worry about it again. Ever.

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, resolve the issue and accept responsibility.

Just how far are we willing to go to make sure you experience Fanatical Support? Well, if we don't live up to The Fanatical Support Promise, 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 Us Every Day

Fanatical Support isn't just what we do. It's really what makes us, well, us. It's our drive to do more than what our Contracts, Service Level Agreements and guarantees say we will. It's our need to make a difference every day to you and every customer.

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
- We empower our employees to make decisions and take actions on your behalf
- 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, including items related to the network, hardware or operating system

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 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 OUR PLEDGE

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 dedicated 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 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 our Executive 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 written notice describing the incidents, 30 days in advance, given that:
 - You are not past due on any account and are in good standing with Rackspace
 - You have not been past due for at least (60) days prior to the date of notice
 - You have not otherwise breached the Master Service Agreement or Rackspace Acceptable Use Policy

experience *fanatical support*®

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