



# RACKSPACE PRODUCT TERMS

The following URLs are provided for convenience only and are not the Product Terms governing Customer's Services. The Product Terms contained in Customer's Services Order, in addition to Customer's Agreement and any other terms and conditions to which Customer may have agreed, govern Customer's use of the Services.

**1. RACKSPACE LINE OF BUSINESS SERVICES.** The following are central service offerings offered by Rackspace:

<b><u>Service Name</u></b>	<b><u>Governing Product Terms</u></b>
Dedicated Hosting Services	<a href="https://www.rackspace.com/information/legal/DedicatedHostingTerms">https://www.rackspace.com/information/legal/DedicatedHostingTerms</a>
Public Cloud Services	<a href="https://www.rackspace.com/information/legal/cloud/tos">https://www.rackspace.com/information/legal/cloud/tos</a>
ObjectRocket Services	<a href="https://rackspace.com/information/legal/objectrocket-terms">https://rackspace.com/information/legal/objectrocket-terms</a>
Fanatical Support for AWS	<a href="https://www.rackspace.com/information/legal/awssupport">https://www.rackspace.com/information/legal/awssupport</a>
Fanatical Support for Microsoft Azure	<a href="https://www.rackspace.com/information/legal/azure-terms">https://www.rackspace.com/information/legal/azure-terms</a>
Rackspace Managed Google Cloud Platform	<a href="https://www.rackspace.com/information/legal/ManagedGCPTerms">https://www.rackspace.com/information/legal/ManagedGCPTerms</a>
Rackspace Private Cloud Powered by VMware	<a href="https://www.rackspace.com/information/legal/rpc-vmware">https://www.rackspace.com/information/legal/rpc-vmware</a>
Rackspace Private Cloud – Everywhere	<a href="https://www.rackspace.com/information/legal/rpc-everywhere-terms">https://www.rackspace.com/information/legal/rpc-everywhere-terms</a>
Rackspace Private Cloud Support Services	<a href="https://www.rackspace.com/information/legal/rpc-support-ris-terms">https://www.rackspace.com/information/legal/rpc-support-ris-terms</a>
Office 365 Services	<a href="https://www.rackspace.com/information/legal/Office365Terms">https://www.rackspace.com/information/legal/Office365Terms</a>
Mail Hosting Services	<a href="https://www.rackspace.com/information/legal/mailterms">https://www.rackspace.com/information/legal/mailterms</a>

**2. ADDITIONAL AVAILABLE RACKSPACE SERVICES.** The following Services are sold either on a stand-alone basis or in conjunction with the line of business services described above. Not all Services listed below are compatible with each line of business service.

<b><u>Service Name</u></b>	<b><u>Governing Product Terms</u></b>
Alert Logic Threat Manager	<a href="http://www.rackspace.com/information/legal/AlertLogicThreatManagerTerms">www.rackspace.com/information/legal/AlertLogicThreatManagerTerms</a>
Bandwidth- Rackconnect	<a href="http://www.rackspace.com/information/legal/rackconnectbandwidth">http://www.rackspace.com/information/legal/rackconnectbandwidth</a>
Bandwidth – Standard	<a href="http://www.rackspace.com/information/legal/bandwidthpricing">http://www.rackspace.com/information/legal/bandwidthpricing</a>

Rackspace CDN	<a href="http://www.rackspace.com/information/legal/service-level-guarantee-rackspace-cdn">http://www.rackspace.com/information/legal/service-level-guarantee-rackspace-cdn</a>
Colocation Addendum	<a href="http://www.rackspace.com/information/legal/colocationaddendum">http://www.rackspace.com/information/legal/colocationaddendum</a>
Rackspace Services for Data Domain	<a href="http://www.rackspace.com/information/legal/datadomainservices">http://www.rackspace.com/information/legal/datadomainservices</a>
DBA Anywhere	<a href="https://www.rackspace.com/information/legal/DBA-Anywhere">https://www.rackspace.com/information/legal/DBA-Anywhere</a>
DBA Services	<a href="http://www.rackspace.com/information/legal/dbamonitoringsla">http://www.rackspace.com/information/legal/dbamonitoringsla</a>
DBA Spheres of Support	<a href="http://www.rackspace.com/information/legal/dbasupport">http://www.rackspace.com/information/legal/dbasupport</a>
Rackspace DDoS Mitigation Service	<a href="http://www.rackspace.com/information/legal/ddosmitigationsubscription">http://www.rackspace.com/information/legal/ddosmitigationsubscription</a>
Exchange Server Services	<a href="http://www.rackspace.com/information/legal/exchangesd">http://www.rackspace.com/information/legal/exchangesd</a>
Dedicated VMware vCenter Server Services	<a href="http://www.rackspace.com/information/legal/dedicatedvcenterterms">http://www.rackspace.com/information/legal/dedicatedvcenterterms</a>
DevOps Automation Services	<a href="http://www.rackspace.com/information/legal/devopsautomationservice">http://www.rackspace.com/information/legal/devopsautomationservice</a>
Encryption Services	<a href="http://www.rackspace.com/information/legal/encryptionservices">http://www.rackspace.com/information/legal/encryptionservices</a>
HDP Support for Managed Big Data	<a href="http://www.rackspace.com/information/legal/hdpsupport">http://www.rackspace.com/information/legal/hdpsupport</a>
HDP Support for Managed Cloud Big Data	<a href="http://www.rackspace.com/information/legal/cloudhdpsupport">http://www.rackspace.com/information/legal/cloudhdpsupport</a>
Hosted Skype for Business at Rackspace	<a href="http://www.rackspace.com/information/legal/hosted-skype-for-business-terms">http://www.rackspace.com/information/legal/hosted-skype-for-business-terms</a>
Imperva WAF	<a href="http://www.rackspace.com/information/legal/wafterms/">http://www.rackspace.com/information/legal/wafterms/</a>
Managed Application Services	<a href="https://www.rackspace.com/information/legal/managedappsvcs">https://www.rackspace.com/information/legal/managedappsvcs</a>
Managed Cassandra Powered by Datastax	<a href="http://www.rackspace.com/information/legal/dsesupport">http://www.rackspace.com/information/legal/dsesupport</a>
Microsoft Hyper-V & Microsoft Cloud Platform (Powered by Rackspace)	<a href="https://www.rackspace.com/information/legal/MPC_SLA">https://www.rackspace.com/information/legal/MPC_SLA</a>
PLUMgrid Support Services	<a href="https://www.rackspace.com/information/legal/plumgrid-support-services">https://www.rackspace.com/information/legal/plumgrid-support-services</a>
RackConnect Global	<a href="http://www.rackspace.com/information/legal/rackconnect-global-regionlink">www.rackspace.com/information/legal/rackconnect-global-regionlink</a>
Rackspace Application Services (RAS)	<a href="https://www.rackspace.com/information/legal/rackspaceappsvcs">https://www.rackspace.com/information/legal/rackspaceappsvcs</a>
Rackspace Managed Security	<a href="http://www.rackspace.com/information/legal/rackspace-managed-security">http://www.rackspace.com/information/legal/rackspace-managed-security</a>
Rackspace Private Cloud powered by VMware vCloud	<a href="https://www.rackspace.com/information/legal/rpcvcloudterms">https://www.rackspace.com/information/legal/rpcvcloudterms</a>
Replication Manager	<a href="http://www.rackspace.com/information/legal/replicationmgrterms">www.rackspace.com/information/legal/replicationmgrterms</a>

SharePoint Server Services	<a href="http://www.rackspace.com/information/legal/sharepointsd">www.rackspace.com/information/legal/sharepointsd</a>
Skype for Business Server	<a href="http://www.rackspace.com/information/legal/skype-for-business-server-terms">http://www.rackspace.com/information/legal/skype-for-business-server-terms</a>
Test Terms	<a href="https://www.rackspace.com/information/legal/testterms">https://www.rackspace.com/information/legal/testterms</a>
Two-Factor Authentication	<a href="https://www.rackspace.com/information/legal/two-factor-authentication">https://www.rackspace.com/information/legal/two-factor-authentication</a>
VM Replication Services	<a href="http://www.rackspace.com/information/legal/vm_replication/">http://www.rackspace.com/information/legal/vm_replication/</a>
Vulnerability Assessment Services	<a href="https://www.rackspace.com/print/information/legal/va_terms">https://www.rackspace.com/print/information/legal/va_terms</a>
W2k3 Replication Service	<a href="http://www.rackspace.com/information/legal/windowsserver2003migration">http://www.rackspace.com/information/legal/windowsserver2003migration</a>

**3. DATA CENTER SPECIFIC TERMS.** Certain data centers have additional terms as outlined below. For Services provided from the listed data center, the following terms apply:

<u>Data Center</u>	<u>Governing Product Terms</u>
Australia Data Center	<a href="http://www.rackspace.com/information/legal/austerms">www.rackspace.com/information/legal/austerms</a>