

Rackspace Service Order Instructions

This Service Order is valid only if accepted before 31 January 2019. Other than completion of the signatory information sections, changes may not be made to the Service Order. Unauthorized changes are not legally binding on Rackspace. Should you have any questions or concerns about the contents, please contact your sales representative.

INSTRUCTIONS

Service Order	
Agreement	This section specifies the terms and conditions which constitute the complete agreement between your company and Rackspace for the Services selected by you.
Acceptance	Complete the signature information sections, and obtain the signature of an authorized officer of your Company using Rackspace's E-Signature feature. The authorized Customer representative will receive an email with a link to the myRackspace Portal. The Customer will review, accept, and fill out required form. In the Electronic Signature section, an IP capture will display. Upon submittal of electronically signed contract and required form, a confirmation e-mail will be sent to the Customer.
Services	
Services Detail	This section describes the products and services which will comprise your Services and specifies the pricing for them.
Decommissioned Devices	This section outlines Rackspace's policy for decommissioned devices as applicable.
Deployment Commitment	The time period within which Rackspace has committed to deploy the Services selected, if applicable.
Bandwidth Overages	Specifies Rackspace's fees for bandwidth overages, if applicable.

Service Order

This Service Order is between Rackspace US, Inc (“**we**” or “**Rackspace**”) and the customer who signs below (“**you**” or “**Customer**”). The following terms are incorporated in this Service Order by reference:

- i. This Service Order is subject to and governed by the Rackspace Global Services Agreement (“GSA”) located at <https://www.rackspace.com/information/legal/gsa> as of the date of your acceptance of this Service Order
- ii. The Dedicated Hosting Services Product Terms found at <https://www.rackspace.com/information/legal/dedicatedhostingterms> as of the date of your acceptance of this Service Order apply to your use of the dedicated hosting services

The Agreement constitutes the complete and exclusive agreement between the parties regarding the subject matter and supersedes and replaces any prior understanding or communication, written or oral. The individual signing represents to Rackspace that they are authorized to sign on behalf of Customer. Customer accepts the terms of the Agreement, including any document or terms referenced above.

Accepted by Customer (All Fields Required)

Signature: _____

Printed Name: _____

Job Title: _____

Company: _____

Date: _____

Accepted by Rackspace US, Inc

Signature: _____

Printed Name: _____

Job Title: _____

Date: _____

Services

Current Customer Information:

Company Name: **Salty Dog Inc**

Type of Contract: **Migration**

Data Center: **Richardson (DFW3)**

Term: **12 months**

Service Level: **Managed**

Solution Detail:

Option 1

Configuration 1

New Migration Device <input checked="" type="checkbox"/> 608086				
Dual Processor Dedicated Server Haswell (web3)			Richardson (DFW3)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$938.70 USD	\$0.00 USD	\$938.70 USD
<ul style="list-style-type: none"> • Server Platform: Dual Processor Dedicated Server Haswell • Processor: Intel® Xeon® Processor E5-2630, v3 20M Cache, 2.40 GHz, Octo Core QTY: 2 • Random Access Memory: 128GB - HP • RAID, Set 1: RAID 1 • Drive Selection, Set 1: HP 1.92TB 6G SATA MU 3.5inch SSD QTY: 2 • RAID, Set 2: RAID 1 • Drive Selection, Set 2: HP 1.92TB 6G SATA MU 3.5inch SSD QTY: 2 • Drive Partitioning: Rackspace Suggested Partitioning QTY: 1 • Operating System: CentOS 7 - 64Bit QTY: 2 • Support: Server Support • Antivirus: Sophos AntiVirus QTY: 1 • Bandwidth: 2000GB Bandwidth QTY: 1 <ul style="list-style-type: none"> ◦ Quantity is in GB ◦ Excluding SYD2 Data Center ◦ Subject to the Bandwidth Pricing Terms referenced at http://www.rackspace.com/information/legal/bandwidthpricing • Database License: MySQL Community Edition QTY: 16 <ul style="list-style-type: none"> ◦ Automated Escalation of Monitoring Alerts ◦ Troubleshooting for Connectivity Issues ◦ Configuration for Monitoring, Patching and Backups (if subscribed) ◦ Troubleshooting for Service Issues ◦ Basic Best Practices Installation ◦ MySQL DBA Services support available for an additional hourly fee • Backup Agent: Base + MySQL Backup Agent QTY: 1 • MBU Schedule: Weekly Full + Daily Incremental QTY: 1 • MBU Retention Type: 2 Week On-site Retention (Per GB) QTY: 7864 • MBU Subscription: Unmetered Managed Backup QTY: 1 <ul style="list-style-type: none"> ◦ Two (2) free restores per server per month. ◦ Automated and managed backup failure restoration ◦ Backup and restore times vary depending on performance and storage ◦ By default Rackspace includes encryption services in every managed backup subscription. You acknowledge that Rackspace is not responsible for any data loss or data corruption related to the encryption services, and should the third party provider lose the keys and/or passwords for the encrypted data, your encrypted data will become inaccessible. 				

New Migration Device <input checked="" type="checkbox"/> 580030				
Firewall (fw)			Richardson (DFW3)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$148.65 USD	\$0.00 USD	\$148.65 USD
<ul style="list-style-type: none"> Firewall: Cisco ASA-X 5508 with SSD QTY: 1 <ul style="list-style-type: none"> 1000 Mbps Connectivity 500 Mbps Aggregate, 100,000 Concurrent Connections and 10,000 Connections/Second Stateful packet inspection Fully Managed Device, includes 24x7 Monitoring, Rule Changes, and 1 Hour Replacement Guarantee Is the SINGLE Firewall you've selected going to be added to an existing single firewall to create an HA pair?: No Support: Cisco ASA-X 5508 with SSD Support QTY: 1 AnyConnect SSL VPN License: AnyConnect Plus SSL VPN License - ASA 5508 QTY: 100 				

Service Order Total	
Monthly Recurring ⁽¹⁾	\$1,087.35 USD
Monthly Utility Fee ⁽²⁾	\$0.00 USD
Total Monthly Invoice ⁽³⁾	\$1,087.35 USD
Setup Fee	\$0.00 USD
One Time Fee	\$0.00 USD
Total One Time/Setup Fee	\$0.00 USD
Please note that the prices above exclude applicable taxes	
<ol style="list-style-type: none"> Your Services Description may comprise several distinct services. Rackspace may raise an invoice for each service separately on the service's online date. Monthly Utility Fee may change based on usage. The amount due under the Total Monthly Invoice may change if your use of bandwidth-based products and services exceeds the subscribed amount. 	

Decommissioned Devices

Rackspace will continue charging the customer for decommissioned devices until the customer has notified Rackspace via a support ticket entered on the MyRackspace® portal that these decommissioned devices are ready to be taken offline. The customer must specify the device number and date that the device can be removed from service.

580030-fw1.saltydog.com	580030	\$45.08 USD
608086-web3.saltydog.com	608086	\$794.92 USD
Total		\$840.00 USD

Deployment Schedule

The services described in the Solutions Detail above will be deployed beginning from the time that Rackspace has completed verification and credit check procedures, has received all required information from Customer, and has completed implementation call, as applicable. See Section 2.1 of the Product Terms and Conditions for more detail.

Please note any virtual machines and dedicated servers will be deployed promptly following the completion of the implementation call (where applicable), and billing will commence upon completion of their deployment. Storage and other services will be deployed as they are available following the implementation call. If you prefer to have all Services deployed simultaneously, please notify your Account Manager or Implementation Lead. Changes to deployment dates require a modified contract.

The services will be deployed 20 business days beginning from the time Rackspace has completed the above procedures, as applicable.

Bandwidth Overages (US Data Centers)

The bandwidth amounts included in this order constitute aggregate totals of use for the configuration described. This amount is independent of, and not increased directly by, the number of servers or other devices. Rackspace makes no promise that additional servers or devices will include the same amount or any additional amount of bandwidth. If you purchase pre-paid bandwidth in excess of the bandwidth included with your Services, charges for the overages will be billed at the rate of your prepay bandwidth. If you do not purchase pre-paid bandwidth in excess of the bandwidth included with your Services, you will be charged \$0.50 USD per GB for Services provided from a US data center.

For Services provided from a non-US data center, please refer to <http://www.rackspace.com/information/legal/bandwidthpricing> for bandwidth and backup pricing.

Free Days

Customer will receive 15 days free beginning on the Service Commencement Date for the Services identified above. Free days do not apply to non-recurring fees or utility fees.

Dear Customer,

We are excited to build your order; however, there are a few missing pieces that we need from you in order to finalize and deploy your system. Please fill out the below required information (where applicable) and return to your Rackspace Team. If you need assistance, or have questions, please contact your Business Development Consultant as soon as possible.

Thank you!

If there is segmentation between servers, in what network segment do the new devices go? (Please specify each device, or ALL devices)

Please specify behind which existing network device(s) if any, your new devices go:

Please confirm the IP scheme that will not conflict with your existing configuration:

How would you like your new devices named? (Attach separately if additional room is required)

(Windows devices have a 7 character limit. Ex: 1234567.hostname.com)

Devices are assigned the following default partitioning:

Linux: LVM file system./boot – 250MB, swap -2GB, /tmp – 2GB, /var/log -10% disk size, /- 35% disk size, remainder for growth

Windows: Single C:\ Partition

If you require different partitioning than the default, please specify the Custom Partitioning on servers:

Domain preference:

FOR INTERNAL USE:

Contract For:

Salty Dog Inc, #805067, Contract Opp#3950685

Date of completion of QC Space & Power Ticket:

Was the Virtualization Sizing Tool used (if VMs included in configuration):

☐ Yes (Please attach)

☐ No

Please add any migration or special build notes:

If adding SAN or DAS, please attach necessary configuration detail.

Toll Free: 1.800.961.2888 | International: 1.210.312.4700 | www.rackspace.com

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