

Service Description

# Rackspace SDDC Business

**rackspace**  
technology®



# Table of contents

<b>1. Overview</b> .....	2
Key drivers for private cloud.....	2
1.1 Why Rackspace Technology?.....	3
Deep expertise.....	3
Predictable performance.....	3
Choice and flexibility.....	3
1.2 Proof points or accolades.....	3
<b>2. The Rackspace SDDC Business customer experience</b> .....	3
2.1 Fanatical Experience.....	3
2.2 Onboarding.....	4
2.3 Service delivery.....	4
2.3.1 Purpose.....	4
2.3.2 Objectives and guiding principles.....	4
2.3.3 Overall partnership governance structure.....	5
2.4 Support.....	5
2.4.1 Rackspace Customer Portal.....	5
2.4.2 Operations runbook.....	6
2.4.3 Ticketing process.....	7
2.4.4 Billing.....	7
<b>3. Architecture</b> .....	8
3.1 Solution overview.....	8
3.1.1 Core platform.....	9
3.1.2 Software BOM.....	9
3.1.3 Server platform.....	9
3.1.4 Minimum configuration.....	9
3.1.5 Software components and services.....	9
3.1.6 High availability.....	10
3.1.7 Operating systems.....	10
3.1.8 Client OS licenses.....	10
3.1.9 Client images.....	10
3.1.10 Monitoring.....	10
3.2 Rackspace SDDC Business add-ons.....	11
<b>4. Operations management</b> .....	11
4.1 Patching.....	11
4.2 Backup.....	12
<b>5. Service operations</b> .....	12
5.1 Incident management.....	12
5.2 Information security management.....	13
5.3 Event management.....	13
5.3.1 Monitoring.....	13
5.3.2 Problem management.....	14
5.3.3 Change management.....	14
5.3.4 Capacity management.....	15
5.3.5 Asset management.....	15
5.3.6 Disaster recovery and business continuity.....	16
5.3.7 Risk Management.....	16
<b>6. Service level</b> .....	16
6.1 Hosting SLAs.....	18
6.1.1 Response time SLAs.....	18
6.1.2 High Availability Network Device Solution SLA.....	18
6.1.3 Firewall SLA.....	18
6.1.4 Data restoration SLA.....	18
6.1.5 Rackspace configuration requirements.....	19
<b>7. RACI service relationships</b> .....	19
7.1 Roles and responsibilities.....	19
<b>Legal terms</b> .....	21



## 1. Overview

Rackspace SDDC Business is a single-tenant private cloud that enables customers to conveniently transition or extend on-premises VMware workloads into the hosted VMware environment via a software-defined data center (SDDC) at Rackspace Technology®. Rackspace SDDC Business provides a range of features and add-ons that enable customers to deploy and manage workloads with familiar tools and processes used in their own data centers. Rackspace SDDC Business includes 24x7x365 support for infrastructure components and Rackspace Elastic Engineering for VMware for added services, with support provided by Rackspace operational support teams and Rackspace Technology partners.

## Key drivers for private cloud

- **Application security:** Customer applications with performance and security requirements
- **Security or compliance requirements:** A requirement for certain customer workloads to stay in a specific location.
- **Non-transformed applications:** Traditional applications that cannot be moved to the cloud easily and require expensive, complex and time-consuming application transformations.
- **Agility, scalability and TCO:** SDDC makes all data center services (including storage and networking) as easy and inexpensive to configure, manage and scale as virtual machines. Expand capacity in time frames measured in hours and days, rather than the weeks, months or quarters, which is typical of DIY deployments in on-premises data centers.
- **Consistent tooling and code:** Customers leverage the control, flexibility and choice needed to run VMware as easily as they would in their own data center. Customers can migrate or extend to the VMware cloud without retooling environments or refactoring code by leveraging consistent architecture across multiple locations.
- **Leverage existing VMware investments:** Customers maintain the value of their investments in VMware training, technologies and tools while accelerating their adoption of software-defined infrastructure.
- **Offload physical and virtual infrastructure operations:** Rackspace Technology delivers a hosted model, which eliminates many of the procurement and integration challenges that IT organizations face in their own data centers. Customers also benefit from the ability to scale their solution quickly and as needed, without the need for significant up-front capex investments in data centers and hardware.
- **Managed by Rackspace Technology, powered by VMware:** Customers have access to 24x7x365 Fanatical Support® by more than 150 VMware Certified Professionals (VCPs) to help migrate, architect, secure and operate Rackspace Technology hosted clouds powered by VMware technologies thereby enabling customers to focus their resources on their business.

## 1.1 Why Rackspace Technology?

### Deep expertise

Hundreds of VMware-certified experts are available to help you architect, deploy and operate your hosted VMware private cloud environment, no matter where it's located or how complex it is.

### Predictable performance

Enjoy consistent, reliable performance backed by industry-leading SLAs, including 100% Network Uptime and Hardware Uptime Guarantees.

### Choice and flexibility

You've been running VMware for years, so we offer you the level of control you want. With fully managed infrastructure, you can choose to add Virtual Machine Management, Professional Services or Rackspace Elastic Engineering to achieve your business goals.

## 1.2 Proof points or accolades

- 400+ technical certifications
- VMware Global Integrate Public Clouds Partner of the Year
- VMware Cloud Verified Partner
- VMware Premiere Service Provider
- VMware Principal Partner Cloud Provider
- 15 years managing VMware environments
- One of VMware's largest service providers with VMware-validated full SDDC architectures



## 2. The Rackspace SDDC Business customer experience

This section provides information about each of the following areas of the Rackspace SDDC Business Service experience:

- Fanatical Experience®
- Onboarding
- Service delivery
- Support
- Billing

### 2.1 Fanatical Experience

Rackspace Technology shall provide the following services:

- Ensure that named personnel carry out the following roles and are assigned to the customer's account:
  - Service delivery manager
  - Lead technical engineer
  - Business development consultant
  - Customer care manager
  - Rackspace Technology executive
- Ensure that all Rackspace Technology personnel:
  - Are appropriately experienced, qualified and trained to perform the services.
  - Perform the services with all reasonable skill, care and diligence.
  - Cooperate with customer personnel to the extent reasonably necessary to provide the services.
  - Are authorized to perform customer-agreed activities on the supported services.

## 2.2 Onboarding

The Rackspace Technology onboarding team assists customer throughout the deployment process and transitions the finalized environment into ongoing support and account management. Each customer is assigned an implementation leader or project manager, and an implementation engineer (technical system administrator), who work with the customer to deliver the services. Supporting the assigned project leader and engineer are several dedicated technical provisioning teams in the following disciplines:

- Windows®/Linux® system administrators
- Network security administrators (firewall and load balancer)
- Networking engineers (routing and switching)
- Storage engineers
- Virtualization engineers

These teams are available to the customer as needed throughout the onboarding process. During the deployment, the customer receives direct communication via scheduled meetings, email, phone calls and ticket updates. For new customers, Rackspace Technology offers a walk-through of the Rackspace Customer Portal to help customers become familiar with the Rackspace Technology ticketing services and notifications.

Upon successful completion of the delivery of services, Rackspace Technology conducts a handover call with the customer to validate that the environment is up to expectations and to formally transition the account to the Rackspace Technology service delivery team.

## 2.3 Service delivery

This section covers the following areas of service delivery:

- Purpose
- Objectives and guide principles
- Overall partnership governance structure

### 2.3.1 Purpose

The purpose of the governance structure is to help ensure that guiding principles, objectives, structures, operating guidelines, methods and measures for implementing effective governance are clearly defined and consistently implemented.

The governance function is subject to change based upon Customer's decisions on target organization design.

### 2.3.2 Objectives and guiding principles

This section briefly describes the structure of the relationship model, with principles of partnership that define the levels in which Rackspace Technology and the customer interact and align resources. It also defines a framework for innovation and growth that enables the relationship to evolve as the customer's business changes, so that the partnership constantly works toward value improvement.

The governance model is designed to achieve the following guiding principles:

- Promote trust through transparency and bilateral communication.
- Maintain the strength of the relationship between customer and Rackspace Technology as a critical success factor for both.
- Align both parties' business and IT objectives.
- Realize innovation priorities.
- Establish a shared organization and structure to streamline day-to-day management and administration of the outsourcing relationship.
- Allow the customer and Rackspace Technology management to focus on strategic issues.
- To deliver optimal, effective IT services to Rackspace Technology customers through expertise and knowledge sharing.
- Help ensure overall monitoring of contract performance on service levels, financials, deliverables and customer satisfaction.
- Help ensure that potential issues are investigated, resolved and/or, if necessary, escalated.

### 2.3.3 Overall partnership governance structure

The purpose of governance is to establish effective means for managing the delivery of services and innovation as determined by the customer's outsourcing objectives and this service description. This is a joint framework managed equally by Rackspace Technology and the customer.

The three-tier governance model — Operational, Program and Strategic — is used to account for business priorities, planning, oversight, recommendations and approvals, as well as risk, action, issue and dependency (“RAID”) management.

Governance effectiveness is measured throughout the process with a joint scorecard that considers the parties' business objectives narrowed down in terms of IT priorities. The categories and variables are jointly defined by Rackspace Technology and the customer. The joint scorecard is broken into three sections:

- Operational performance as viewed by the services consumer (e.g., line of business — products that serve a particular business).
- Innovation and transformation as viewed by the services consumer (e.g., line of business — products that serve a particular business).
- Realization of innovation and transformation objectives as viewed by the executive steering committee.

## 2.4 Support

This section describes support for the Rackspace Managed SDDC Business service, which includes the following:

- Rackspace Customer Portal
- Operations runbook
- Ticketing process

### 2.4.1 Rackspace Customer Portal

Rackspace Technology provides the customer with access to the Rackspace Customer Portal (<https://login.rackspace.com>), a consolidated login portal.

The Rackspace Customer Portal is the primary customer interaction point for Rackspace Technology customers. It provides customers with capabilities based on their service level, including the following:

- Create tickets
- Accept contracts
- View performance and availability reports
- View and pay bills

Customers can also manage fine-grained permissions for their account users.

The Rackspace Customer Portal focuses on the customer's ease of use by:

- Improving the customer account experience.
- Adding self-service features that reduce support volume.
- Deprecating features that are not aligned with customer and Rackspace Technology strategies.

Rackspace Technology shall:

- Provide customer with access to the Rackspace Customer Portal (<https://login.rackspace.com>).
- Enable customers to access and manage Rackspace SDDC Business environments directly by using the following tools:
  - VMware vSphere® Web Client (primary UI for managing customer environments)
  - VMware vCloud® web portal (add-on)
  - VMware vRealize® Operations™ web portal (add-on)
  - VMware vSphere API
  - VMware vCloud API (add-on)
  - VMware NSX® API (optional)
  - VMware vRealize API (add-on)
  - VMware Tanzu API (add-on)

## 2.4.2 Operations runbook

Rackspace Technology shall:

- Develop an operations runbook in accordance with the transition plan that complies with the following conditions:
  - Where a change in law affects a change in policy, this change is discussed between both parties in good faith.
  - The parties shall develop and follow specific procedures, which are to be set out in the operations runbook, during the term of the contract.
  - The operations runbook describes the procedures to be used to perform the services.
  - The operations runbook conforms to Rackspace Technology policies and where reasonably possible, the customer's policies. If there is any discrepancy between the operations runbook and this service description, the terms of the operations runbook prevail.
  - Rackspace Technology and the customer shall jointly use the operations runbook to enable close cooperation and communication between the parties.
  - The operations runbook includes checkpoint reviews, testing, acceptance and other procedures for the customer to assure the quality of Rackspace Technology performance.
- Perform the services in accordance with the customer-approved operations runbook.

The operations runbook contains the following items, at a minimum:

Item	Description	Example
Hours of use	The hours that this application is primarily used by the customer	24x7x365 or 09:00 - 17:30, Monday to Friday
Business criticality	On a scale of Tier 1 (critical) to Tier 4 (non-critical), what tier is this application?	Tier 1 - critical
Support hours	Any agreed support hours that need to be adhered to; is this application only supported Monday to Friday or between certain hours?	24x7x365 or 08:00 - 18:00, Monday to Friday
Allowable maintenance window	Is there any pre-agreed maintenance time for this platform/application?	On the customer's agreement only or third (3rd) Sunday of the month
Incident management process	Standard Incident management process and major incident management process	A hyperlink to the pre-agreed standard and major incident management processes
Change management process	Standard and emergency change advisory board (ECAB) change management processes	A hyperlink to the pre-agreed change and ECAB processes
Escalation contacts	Agreed platform/escalation processes	A hyperlink to the pre-agreed platform/application escalation contacts
Application owner	The application owner	Named contact
Business owner logical view	The business owner A description of the platform/application	Named contact The DummyTest application runs a total of 6 VM servers between LON5 and LON3 data centers with a physical MSSQL backend database based in LON3 as active, LON5 as failover. Customer has configured replication between the database layer should DR or failover be required.
Application dependencies	Any known application dependencies	If application A does not function, the search engine in application B does not function.
Infrastructure scope	Identified and documented infrastructure used within the platform/application	12345-dummyapp1.company.co.uk 23456-dummyapp2.company.co.uk
Monitoring configuration	Documented URL, port and server monitoring configuration setup and implementation	A hyperlink to the configuration setup for URL, port and server monitoring configuration and implementation
Backup	Document backup configuration and implementation	A hyperlink to the configuration, setup and implementation of backup profile
Customer supplied high-level design (HLD)	Any additional design documentation supplied by the customer	An application/platform design document
Disaster recovery (DR) process	If the platform/application has disaster recovery, a link to the disaster recovery process that is maintained by the customer	A hyperlink to the disaster recovery process

### 2.4.3 Ticketing process

One of the primary ways that the customers can interact with Rackspace Technology is by creating a ticket in the Rackspace Customer Portal (<https://login.rackspace.com/login>). After login, click the [Tickets] button from the menu to create a new ticket or view an existing ticket. The Rackspace Technology automated systems also create tickets for events on the customer's account that require either the customer's attention or the attention of a Rackspace Technology employee. The customer can also call the 24x7x365 support team at any time.

Incident Response: Requests are categorized into three tiers (Standard, Urgent and Emergency) as defined in section 7.1.1. All Customer-submitted requests are automatically categorized as "Standard" requests. Rackspace Technology responds to customer support requests in the timelines defined in section 7.1.1.

**Note:** For requests that require an urgent or emergency classification, call the 24x7x365 support line directly.

### 2.4.4 Billing

Customer shall:

- Be responsible for all usage fees based on the customer's agreement(s) with its non-Rackspace Technology provider(s).

Rackspace Technology shall:

- Where applicable, charge the customer a monthly recurring fee for the services, including applicable license fees, following the service commencement date.

**Note:** Customer's use of the services shall not change the customer's current billing process for virtual servers not used in connection with Rackspace SDDC Business.

- Not charge individual usage fees for virtual systems deployed on the Rackspace SDDC Business environment from Rackspace Technology.

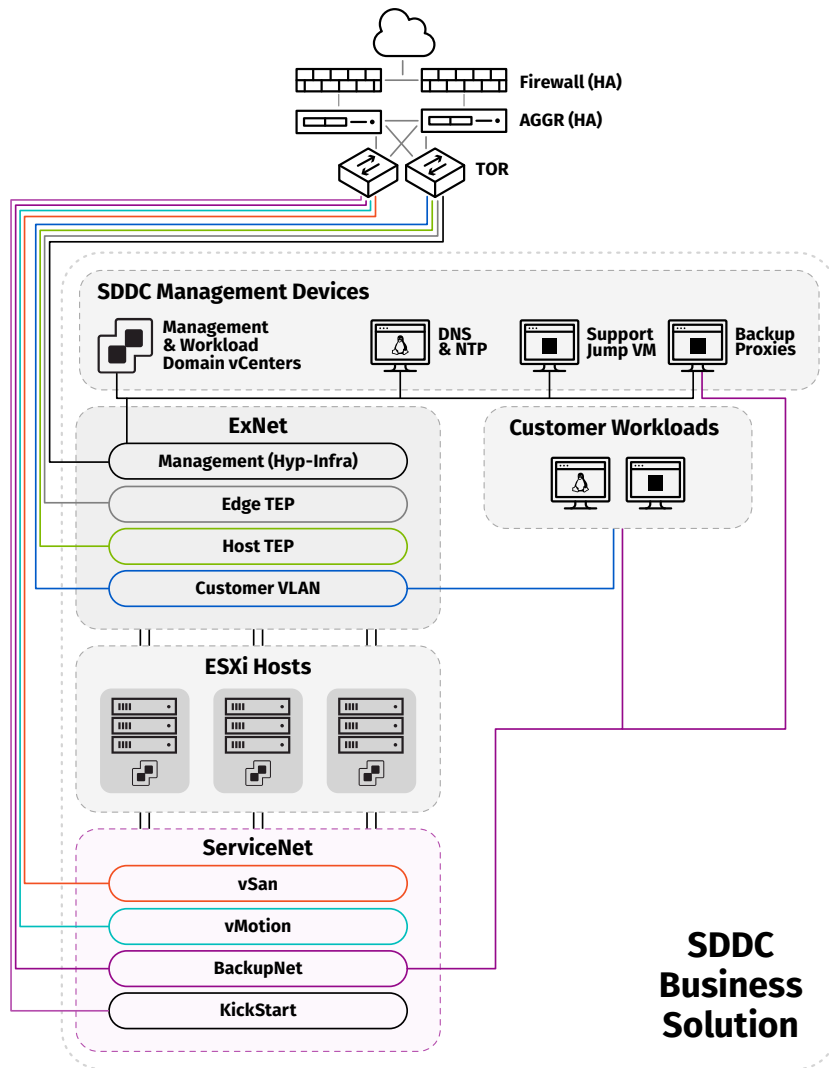
**Note:** Certain additional services may incur fees per virtual system.



### 3. Architecture

The section describes the architecture for Rackspace SDDC Business.

Rackspace Technology shall provide services for the infrastructure shown in the following diagram:



#### 3.1 Solution overview

Rackspace SDDC Business is a pre-configured vSphere-based solution ready to be consumed as a management platform for virtual infrastructure. Rackspace SDDC Business provides a flexible, secure foundation for business agility that accelerates your digital transformation to hybrid cloud and success in the digital economy. vSphere supports both existing and next-gen workloads through simple and efficient management at scale, comprehensive built-in security that starts at the core, a universal application platform and a seamless hybrid cloud experience. Applications can be run, managed, connected and secured in a common operating environment, across a hybrid cloud.

The following principles were used during the design of the architecture:

**Optimal server configuration for virtualization:** The recommended architecture is designed with an optimal hardware configuration to support virtualized workloads. Each server is configured with sufficient memory and network adapters required for virtualization.

**Redundancy with no single point-of-failure:** Redundancy is incorporated in every aspect of the solution, including networking and storage to avoid any single point of failure.

**Isolated and redundant network architecture:** The proposed network architecture is designed to support isolation of various traffic types required in a virtualized environment. It is designed to have no single point of failure and have optimal performance through NIC teaming and load balancing.

### 3.1.1 Core platform

- Dedicated, single-tenant compute, network and storage.
- **Compute storage:** sSAN, dSAN, File
- **SDDC core:** VMware vSphere (ESXi + vCenter Server)

### 3.1.2 Software BOM

- Rackspace SDDC Business includes:
  - VMware vSphere®
  - NSX-T\*
  - vROps\*
  - vRLI\*
  - Network Insight\*
  - Tanzu\*
  - Workspace One Access\*

\* Available as an add-on

### 3.1.3 Server platform

Rackspace SDDC Business is supported on the following platforms:

- Dell PowerEdge R740 XD

### 3.1.4 Minimum configuration

- **Cluster size:** Minimum of two (2) hypervisors. Maximum cluster size 32 hosts.
- **Networking:** Dedicated switching package (HA dedicated ToR and aggregation switches required)
- **Storage:** Shared SAN, dedicated SAN, File

Below are the bundles available for Rackspace SDDC Business. Please note that the maximum is 32 hosts per cluster.

Name	Hosts	Total Resources	Resources for customer VMs
Small	2	32 CPU & 192GB RAM	20 CPU & 152GB RAM
Medium	2	48 CPU & 384GB RAM	36 CPU & 345GB RAM
Large	2	64 CPU & 768GB RAM	52 CPU & 729GB RAM
xLarge	2	96 CPU & 1.5TB RAM	84 CPU & 1.4TB RAM
2xLarge	2	160 CPU & 3TB RAM	148 CPU & 2.9TB RAM

**Note:** Management devices consume a total of 12 vCPU & 39GB RAM with 1.5TB Storage with no add-ons.

### 3.1.5 Software components and services

Rackspace Technology manages and maintains Rackspace SDDC Business services and infrastructure resources. The customer can view and manage the virtual systems that the customer provisions from user interfaces (UIs) and application programming interfaces (APIs).

Rackspace Technology shall provide the following core components:

- VMware vSphere Virtualization
- VMware vCenter
- Supporting infrastructure services: DNS, NTP.

### 3.1.6 High availability

The Rackspace SDDC Business solution utilizes VMware High Availability (HA) by default and is sized and operated with an N+1 architecture. All hardware include redundant components including network and SAN connectivity.

### 3.1.7 Operating systems

Below are the Rackspace Technology supported operating systems. A pre-configured content library is provided by default.

- CentOS
- Microsoft Windows Server 2016
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Microsoft Windows Server 2019
- Microsoft Windows Server 2022
- Oracle Linux 7.9
- Oracle Linux 8.3
- Red Hat Enterprise Linux 7.7
- Red Hat Enterprise Linux 8.1
- Ubuntu Linux

### 3.1.8 Client OS licenses

Rackspace Technology does not require clients to purchase an operating system license for the virtual server from Rackspace Technology. Customers can leverage their own existing OS licenses to protect existing investments in OS licensing. Should customers want to use Rackspace Technology OS licenses, Windows and Red Hat licenses are available in a consumption pricing model.

### 3.1.9 Client images

Customers can upload their own virtual server images that will be loaded into the portal for their use.

### 3.1.10 Monitoring

Rackspace SDDC Business solutions are polled regularly by a redundant monitoring system to ensure the health of the platform and its management components. Alarms are configured with defined thresholds/conditions. When a threshold is crossed or a condition is flagged as changed, an alarm is triggered, and a ticket is raised for investigation.

Below are the default alarms configured to monitor Rackspace SDDC Business solutions:

Alarm	Trigger (ANY)
Rackspace Technology - Lost storage connectivity	Lost storage connectivity
Rackspace Technology - Network uplink redundancy degraded	Network redundancy degraded
Rackspace Technology - Lost storage path redundancy	Lost storage path redundancy
Rackspace Technology - Degraded storage path redundancy	Degraded storage path redundancy
Rackspace Technology - Host connection state	Host connection state is equal to "Not Responding" Host connection state is equal to "Disconnected"
Rackspace Technology - VM orphaned	VM orphaned
Rackspace Technology - Datastore usage on disk	Datastore disk usage is above 75%. Datastore disk usage is above 95%

**Note:** Rackspace Cloud Monitoring is used to ensure that the management services are healthy via ping and URL checks.

## 3.2 Rackspace SDDC Business add-ons

Rackspace SDDC Business is a modular solution that supports a variety of services and technologies that can easily be integrated to the solution adding to its value proposition. Below are the currently available add-ons that can be consumed as required.

Add-on	Description
VMM	OS administration, monitoring, patching, anti-virus.
Data Protection	Backup solution based on Cohesity
Disaster Recovery	Tools to respond to and recover from an event that negatively affects business operations (VCDR/SRM/Zerto)
vRealize Operations	Full-stack visibility, proactive planning, continuous performance optimization, efficient capacity and cost management
Log Insight	Intelligent log management for infrastructure and applications
Network Insight	Intelligent operations for software defined networking and security
VMware Tanzu	Portfolio of products that enable enterprises to modernize both their applications and the infrastructure they run on
Specialized Workload	VDI, SAP, Oracle, HPC, AI/ML
VMware Cloud Director	This is a cloud management platform that provides a secure, elastic multi-tenant environment. Please note that VMware Cloud Director is only available to be deployed in non-Rackspace Technology data centers.
VMware NSX-T	Agile software defined networking with security, automation and operational simplicity
RackConnect Global	A software-defined multicloud interconnection platform that links Rackspace Technology customers with other Rackspace Technology data centers, third-party data centers, and third-party clouds via direct, private, low latency virtual connection.

## 4. Operations management

This section describes operations management for Rackspace SDDC Business.

### 4.1 Patching

Rackspace Technology shall:

- Leverage VMware Cloud Foundation automation to help keep Rackspace SDDC Business infrastructure components patched. During onboarding, Rackspace Technology requests a regular maintenance window in which to automatically install security updates. VMware Cloud Foundation requires frequent patching (minimum quarterly patches) to align with VMware lifecycle support. During the maintenance windows, Rackspace SDDC Business components are patched or upgraded as needed to address critical vulnerabilities and maintain the health and availability of the solution.
- Receive notice from VMware of newly available patching packages and work with the customer to obtain its consent before patching or upgrading the environment to ensure that actions are performed at a convenient time for the customer. This process does not require any scheduled downtime for virtual systems deployed by the customer in its environment, but it might temporarily impact the availability of the various user interfaces and APIs within Rackspace SDDC Business. Patching or upgrading of hosts might affect the performance of virtual systems deployed by the customer in its environment if the patch or upgrade requires a host to be restarted. Performance should return to normal when host patching or upgrading is complete.
- Periodically patch or upgrade the various Rackspace Technology-provided services in the customer's Rackspace SDDC Business environment. These services are patched or upgraded to the most recent Rackspace Technology-supported version as needed to address critical vulnerabilities.
- Aim to obtain consent before patching or upgrading the environment to ensure that actions are performed at a convenient time for the customer. This process does not require any scheduled downtime for virtual systems deployed by the customer in its environment, but it might temporarily impact the availability of the various user interfaces and APIs of the Rackspace SDDC Business services. The patching or upgrading of hosts might affect the performance of virtual systems deployed by the customer in its environment if the patch or upgrade requires a host to be restarted. Performance should return to normal when host patching or upgrading is complete.

## 4.2 Backup

Rackspace Technology shall:

- Back up Rackspace SDDC Business management components daily using an image-based backup solution and/or by using VMware-provided backup mechanisms for individual components.
- Determine when it is necessary to restore management service components from backups. Backups for VMs that the customer creates are not provided unless the optional Data Protection Service is purchased.

## 5. Service operations

This section describes the service operations for Rackspace SDDC Business.

### 5.1 Incident management

Rackspace Technology shall:

- Include incident management costs within stated service costs.
- Provide incident management 24x7x365.
- Provide 24x7x365 technical support available via telephone or the service tool set.
- Log incidents raised by telephone.
- Establish incident management escalation paths to either the customer or any nominated third parties.
- Investigate the incident following Rackspace Technology incident management processes.
- Prioritize incidents based on a pre-agreed priority and impact matrix.
- Review incidents to identify trends and areas of continuous service improvements.
- If applicable, monitor, maintain and report on incident backlogs.
- Manage and track incidents through to resolution.
- Review instructions on the customer's account (documented via the account runbook and account management guidelines).
- Collaborate with the customer and any nominated third parties.
- Communicate regularly with the customer throughout the incident, detailing findings and actions taken.
- Escalate the incident at any time until resolution is achieved. This escalation may be hierarchical (to a more-senior engineer or the service delivery manager) or functional (involving specialized technical expertise from other functional groups or partner cloud teams).
- Escalate to technology or service vendor in the event of an incident.
- Implement, with approval from the customer, the appropriate workaround to restore service.
- Provide the customer the opportunity to confirm an incident is resolved prior to closure of the ticket.
- Where an incident causes a significant business impact, it is classified as a major incident. The following is a non-exhaustive list of occurrences Rackspace Technology classifies as major incidents:
  - Total loss of service, such as the failure of a major site or data center application, at critical times.
  - Significant degradation of the delivered service or a major element thereof. For example, loss of a critical application or a major degradation to system functionality, such as, a very slow network or system response.
  - Incident severely affecting the business.
  - Risk to the customer or Rackspace Technology (such as a suspected or actual loss of data or security).
- For major incident management, Rackspace Technology shall:
  - Include major incident management costs within stated service costs.
  - Provide major incident management 24x7x365.
  - Deliver a best-practice approach to major incident management.
  - Prioritize incidents based on a pre-agreed priority and impact matrix.
  - Assign a major incident manager in the event of an incident.
  - Escalate to nominated personal or third parties in the event of an incident.
  - Escalate to technology or service vendor in the event of an incident.
  - Implement a three-tier major incident management communications strategy.
  - Resolve incidents or provide customer agreed workarounds as soon as feasible.
  - Advise of any known commercial implications prior to implementation of any workarounds to resolve incidents.
  - Provide root cause analysis (RCA) reports within 10 business days of major incident resolution.
- In receiving incident management, the customer shall:
  - Contact Rackspace Technology via telephone if a major incident is identified.
  - From service commence date, initially own the overall incident management process and the management of incidents across third-party service providers.
  - Not unreasonably disagree with changes to the incident management models and incident classification criteria.
  - Invoke the major incident process based on agreed incident criteria.

## 5.2 Information security management

Information security management refers to managing security incidents when restoration of services is the primary objective.

Rackspace Technology shall:

- Restore normal service as quickly as possible when a security problem or information security incident occurs.
- Apply a consistent approach to all information security incidents, except where a specific approach is agreed upon with the customer in accordance with the customer's runbook.
- Be responsible for remediating issues with the customer's approval. If remediation falls outside the preapproved actions list, Rackspace Technology shall seek approval from the customer before leveraging Customer Security Operations Center system administrators or additional Rackspace Technology support teams in order to execute the remediation plan.
- Make reasonable efforts to reduce false positive incidents.

## 5.3 Event management

Rackspace Technology provides event management across all services described within this service description. The purpose of the event management service is for Rackspace Technology to detect and identify exceptions to the services and to proactively manage these exceptions, using an automated monitoring tool to raise and handle incidents where appropriate to meet the SLAs specified in section 7.

Rackspace Technology shall:

- Include event management costs within stated service costs.
- Provide event management 24x7x365.
- Implement event management processes based on best practices.
- Implement event management toolsets based on suitable technology platforms.
- Implement default alerting thresholds monitoring CPU, RAM and disk utilization.
- Establish escalation paths to nominated service personnel including third parties.
- Provide real-time monitoring and alerting.
- Implement URL monitors to monitor public or internal facing web addresses.
- Implement port monitors where possible/feasible.
- Automatically escalate events at risk of SLA breach.

### 5.3.1 Monitoring

Rackspace Technology shall:

- Use the following combination of tools to monitor events:
  - Web service monitors are created to ensure that any web services associated with Rackspace SDDC Business are available. If they become unavailable, the monitoring service prompts Rackspace Technology virtualization engineers to investigate and resolve the issue.
  - Ping monitors ensure hypervisor availability and alerts are sent to Rackspace Technology virtualization engineers when devices don't respond to ping requests.
  - Monitoring services are configured to inspect vCenter alarms, and alerts are sent to Rackspace Technology virtualization engineers for alarms raised in vCenter.

### 5.3.2 Problem management

Rackspace Technology shall operate a problem management process to identify the root cause of incidents. Where applicable, Rackspace Technology manages any change request(s) required to resolve the root cause of any incident.

Rackspace Technology shall:

- Include problem management costs within stated service costs.
- Implement a best-practice approach to problem management.
- Assign a problem manager from the account team to act as a problem manager.
- Chair monthly (or more frequent as agreed by both parties) joint problem management forums with the customer's incident and problem management team.
- Document actions as tickets on the Rackspace Customer Portal.
- Proactively analyze problem records, identify trends and recommend and/or implement service improvements.
- Conduct proactive technical reviews and provide recommendations for potential service improvement at the regular service review meetings.
- Create a known error database to support the problem management function.
- Monitor and report updates to the known error database.
- Add known errors to the operational runbook.
- In receiving problem management, the customer shall:
  - Provide resources to assist in the coordination of a problem management investigation across Rackspace Technology services and services provided to the customer by third-party suppliers.
  - Provide points of contact for problem management.

### 5.3.3 Change management

Rackspace Technology shall provide a change management procedure within the services.

Rackspace Technology shall:

- Include logical changes in the pre-agreed stated service cost for the hosted infrastructure.
- Provide change management 24x7x365.
- Implement best practice approach to change management.
- Implement an emergency change process.
- In conjunction with the customer, define escalation paths for emergency and standard change processes.
- Assign a change manager from the customer account team to act within the change manager capacity.
- Participate where necessary in a change advisory board (CAB).
- Provide guidance on maturity adoption of change management.
- Cooperate with any required third parties to deliver change management on the platform.
- Provide regular reporting on change implementation, success, and failure, as well as determine a forward schedule of change.
- Assess the impact of requests for change freezes, high priority business-driven events, and any other of the customer's operational factors that impact on the scheduling of change implementation.
- Schedule change implementation at pre-agreed times with the customer.
- In receiving the change management, the customer shall provide advance notice to Rackspace Technology of:
  - Proposed change freezes, which are times when no changes can be made to the customer environment.
  - High priority business-driven events.
  - Any other operational factors that impact on the scheduling of change implementation.
- Agree to exceptions to change freezes, high-priority business-driven events, and any other operational factors that have impact on the scheduling of change implementation.
- Chair and participate in change advisory board (CAB) and emergency change advisory board (ECAB).
- Chair and participate in post implementation reviews for all large-scale or high-risk changes.

### 5.3.4 Capacity management

Rackspace Technology provides capacity management across all services within this service description. The purpose of capacity management is for Rackspace Technology to manage the current and forecasted demand for the services to meet the customer's needs.

Rackspace Technology shall provide the following deliverables:

- Define capacity thresholds within the service environments.
- Proactively manage the capacity of the service infrastructure.
- Identify and investigate capacity related concerns utilizing problem management function.
- Monitor and measure available and forecasted capacity (compute, storage, network).
- In collaboration with the customer, implement additional capacity within the hosted environments.
- In collaboration with the customer, reduce capacity within the hosted environments.
- In collaboration with the customer, conduct quarterly capacity reviews.
- In collaboration with the customer, conduct quarterly demand management meetings.
- Interface with and adhere to customer capacity management process.
- Provide for capacity planning and demand management that shall include:
  - Proactively estimate the required capacity to meet the current and future business needs of the customer.
  - Compare performance trends with forecast future demand and report predicted shortfalls and propose solutions.
  - Advise customer on individual capacity solutions and costs.
  - Update the capacity plan following a major change that has been agreed to pursuant to the change control process or at least quarterly and review the updated plan with the customer at the end of each quarter.
- Provide ongoing reactive and proactive capacity management of the services that shall include:
  - Monitor and report infrastructure performance in support of the contracted services.
  - Monitor thresholds of capacity utilization.
  - Take appropriate action or make recommendations to relieve capacity restrictions beyond agreed thresholds.
  - Act as escalation point for capacity issues relating to the services.
  - Collecting, analyzing and maintaining capacity data for the services.
  - Report on resource capacity and resource utilization.
  - Provide capacity reporting, through threshold breaches and alerts for all services in accordance with the governance process.
  - Optimize resource utilization in a cost-effective manner (resource capacity management).
  - Implement any approved recommendations.
  - Create technical designs of infrastructure components and operational service designs to achieve workload and performance levels.
- In receiving the capacity management, the customer shall:
  - Own the overall capacity management process and facilitate the monthly review of capacity at the relevant service meeting in accordance with the governance process.
  - Provide the customer's business plans with associated IT strategy and IT plans (agreed for each of the customer's service environment) including security considerations.
  - Provide the customer's business requirements, both current and future, derived from business predictions and workload profiles (for each of the customer's service environments), including seasonal and/or cyclical changes.

### 5.3.5 Asset management

Rackspace Technology shall:

- Use an asset management process to identify all assets within the customer's solution, create an inventory and manage them in line with requirements.
  - The assets include hardware, software, and licenses provided and managed by Rackspace Technology.



### 5.3.6 Disaster recovery and business continuity

Rackspace Technology shall:

- Periodically perform disaster recovery and failover testing of the production environments in accordance with the customer's defined business requirements and disaster recovery and business continuity plan documentation. There may be fees associated with this task.
- In conjunction with the customer, periodically refine the disaster recovery and business continuity plan documentation to optimize the processes following any testing or disaster event.

Customer shall:

- Provide a disaster recovery and business continuity plan to Rackspace Technology.
- Define an application and workload specific recovery point objective (RPO) and recovery time objection (RTO) during the design phase.
- Be responsible for a successful application failover.
- Define disaster recovery and business continuity plan testing requirements to include but not be limited to testing frequencies.
- Make available skilled, authorized, and accountable resources for testing and disaster events.

### 5.3.7 Risk Management

Rackspace Technology risk management shall proactively identify risks and work with Customer on acceptance, mitigation or a remedial plan to address risks. Risk management is facilitated through the three-tier governance model described in section 2.3.3, Overall Partnership Governance Structure.

Rackspace Technology shall:

- Include risk management costs within stated service costs.
- Implement a best-practice approach to risk management.
- Chair monthly (or more frequent as agreed by both parties) joint risk management forums.
- Document actions, acceptance or risk mitigations as tickets on the Rackspace Customer Portal.
- Proactively seek to identify risks, and track, monitor and report on risk status.
- Provide regular updates to the risk management log.
- Conduct regular technical risk management reviews.

## 6. Service level

Using formal strategy and design methodology along with Rackspace Technology capabilities described within in this service description, Rackspace Technology makes reasonable efforts to align delivery of any service to both the strategic and operational requirements of the customer.

Consequently, Rackspace Technology shall design the Service to:

- Implement an effective reporting service mapped to service credits with reporting for the customer to review performance.
- Deliver a flexible, scalable architecture and platform for provisioning further IT development and facilitate the adoption of new process and technology through Rackspace Technology cloud technologies.
- Implement effective capacity management and planning, so that customers can forecast and budget its IT needs more accurately.
- Create a catalog of services that can change without contractual amendment.
- Review SLAs through regular service reviews and ITIL change management to see if metrics reflect improvements.

The Rackspace Technology service level management process manages service levels and reporting of performance against them. It is also responsible for establishing and maintaining operational level agreements and underpinning contracts within the overall service delivery.

As part of the service process, regular service reviews are carried out with the contracts manager and other nominated business representatives. The purpose of this governance is to review the ongoing service delivery and performance against contractual service levels, and to understand the reasons for any service issues or failures. Regular service review reports for customers contain information and data on key aspects of the supported services, as described in table in section 6.10. To help customers measure the effectiveness of the Rackspace Technology service and for Rackspace Technology to measure, maintain, and improve service levels, a set of industry standard metrics are used. Customers can also employ additional internal KPIs to aid service level management. This could include the performance of the service manager, general responsiveness and the success of service improvement initiatives.

Performance against agreed SLAs is measured, reported and reviewed as part of the monthly service reviews.

The service levels applicable to each customer are dependent on the services purchased by the customer; not all service levels listed below may be applicable.

Response time SLAs	Service area	Level	Performance measure description	Service measure	Hours of service	Service credit regime*
SLA 1.1.v	Response time	Emergency	Server, switch or site down	Within fifteen (15) minutes	24x7x365	Customer is entitled to a credit of \$250 USD per event, up to 100% of the customer's monthly fee for the affected components of the customer configuration
SLA 1.1.2	Response time	Urgent	Server or site functioning improperly or at less-than-optimal performance	Within one (1) hour	24x7x365	
SLA 1.1.3	Response time	Standard	Non-critical — server or site is functioning normally, but the customer requires information or assistance, wishes to schedule maintenance, or any other nonimmediate tasks	Within four (4) hours	24x7x365	Customer is entitled to a credit of \$250 USD per event, up to 100% of the customer's monthly fee for the affected components of the customer configuration
SLA 1.2.1	Availability	Network device solution	High Availability Network Device Solutions are available 100% of the time in a given month.	100%	24x7x365	Customer is entitled to a credit in the amount of 5% of the customer's monthly fee for the affected High Availability Network Device Solution per half hour of High Availability Network Device Solution unavailability that adversely affects the customer configuration, up to 100% of the customer's monthly fee for the affected High Availability Network Device
SLA 1.3	Firewall	Rule set change	Rackspace Technology shall complete configuration changes within 24 hours	24 hours	24x7x365	If Rackspace Technology fails to meet the SLA stated in any given month, the customer is entitled to a credit of \$250 USD per event, up to 100% of the customer's monthly fee for the affected firewall(s).
SLA 1.5.1	Data restoration	Local	Rackspace Technology shall initiate restoration of customer's data stored onsite within two hours of the time that the customer requests	2 hours	24x7x365	If Rackspace Technology fails to restore the data that the customer has selected for backup in accordance with the timeframes stated in this section, the customer is entitled to a credit of \$500 per event, up to 100% of the customer's monthly fee for the affected customer configuration.
SLA 1.6	Recovery point objective (RPO)	Rackspace Technology generally recommends RPO not less than 15 min, but as low as 5 min available for select needs.	Objective only, no SLA for Essential or Managed	5 minutes to 24 hours	24x7x365	
SLA 1.7	Hardware	Rackspace Technology data center	Hardware replacement for failed devices	1 hour for servers; 6 hours for storage	24x7x365	If Rackspace Technology fails to meet the SLA stated in any given month, the customer is entitled to a credit of \$250 USD per event, up to 100% of the customer's monthly fee for the affected firewall(s).
SLA 1.7.1	Hardware	Customer premises or co-location data centers	Hardware replacement for failed devices	10 hours for servers and/or storage	24x7x365	If Rackspace Technology fails to meet the SLA stated in any given month, the customer is entitled to a credit of \$250 USD per event, up to 100% of the customer's monthly fee for the affected firewall(s).

**\* Exclusions apply:** Credits that would be available but for this limitation shall not be carried forward to future months. The customer is not entitled to a credit for a failure to meet guarantees resulting from circumstances that are not within Rackspace Technology control. The customer is not entitled to a credit if the customer is in breach of the agreement (including the customer's payment obligations to Rackspace Technology) at the time of the occurrence of the event giving rise to the credit until the customer has cured the breach. The customer is not entitled to a credit if the event giving rise to the credit would not have occurred but for the customer's breach of the agreement. The customer must request a credit through its Rackspace Technology account within 14 days following the event giving rise to the credit. Rackspace Technology shall contact the customer within 30 days to approve or reject the claim or to request more information. If the claim is approved, the credit shall appear on the customer's monthly invoice following approval. The SLA described in this section 7 is limited to the customer configuration and does not extend to the customer's end users or to other Rackspace Technology services. The customer acknowledges that any changes made pursuant to this section 7 may not be effective in removing an attacker or preventing the attack from doing damage to the customer configuration. These SLAs are not cumulative. When an event gives rise to a credit under multiple SLAs, only the SLA yielding the greater total credit amount shall apply.

## 6.1 Hosting SLAs

The SLAs in this section apply to those services that are identified as being provided in the intensive service level on the applicable Service Order.

### 6.1.1 Response time SLAs

Upon receiving a support request, Rackspace Technology shall designate each request as either Emergency, Urgent or Standard severity. Based on the severity level, Rackspace Technology responds in the corresponding timeframe, as shown in the SLA table in section 7. If Rackspace Technology fails to respond in time, then the remedy listed in the SLA table applies. The initial response times stated in this section apply only to requests a customer makes via ticket(s) or telephone. The times in this section are response times, not resolution times, Rackspace Technology makes no guarantee regarding the time to resolve a request.

### 6.1.2 High Availability Network Device Solution SLA

- High Availability Network Device Solutions are available 100% of the time in a given month.
- At the customer's request, Rackspace Technology shall implement a High Availability Network Device Solution in a live configuration prior to testing the solution, but this SLA shall not apply until the testing has been scheduled and successfully completed. Following any configuration changes related to the High Availability Network Device Solution, the customer shall schedule and successfully complete a subsequent failover test, or this SLA shall not apply.
- Customer is entitled to a credit in the amount of 5% of the customer's monthly fee for the affected High Availability Network Device Solution per half hour of High Availability Network Device Solution unavailability that adversely affects the customer configuration, up to 100% of the customer's monthly fee for the affected High Availability Network Device Solution.

### 6.1.3 Firewall SLA

- **Default rule set:** Unless the customer asks Rackspace Technology to implement a different rule set during implementation, Rackspace Technology shall implement our standard "default-deny" rule set upon deployment of the customer's firewall, which means that only certain TCP/UDP ports are open.
- **Changes to rule set:** Rackspace Technology shall complete configuration changes within 24 hours of the time that the customer opens a ticket via the customer portal requesting the change. This SLA shall not apply to configuration or rule set changes scheduled to be implemented during maintenance.
- **Remedy:** If Rackspace Technology fails to meet the SLA stated in any given month, the customer is entitled to a credit of \$250 USD per event, up to 100% of the customer's monthly fee for the affected firewall(s).

### 6.1.4 Data restoration SLA

- **Local restores:** Rackspace Technology shall initiate restoration of the customer's data stored onsite within two hours of the time that the customer requests the restore via a support ticket containing sufficient information for Rackspace Technology to initiate the restore. The customer is allowed two free local restoration events per calendar month.
- **Remedy:** If Rackspace Technology fails to restore the data that the customer has selected for backup in accordance with the timeframes stated in this section, the customer is entitled to a credit of \$500 per event, up to 100% of the customer's monthly fee for the affected customer configuration.

### 6.1.5 Rackspace configuration requirements

- **Disabling or removing monitoring or security services:** The customer shall notify Rackspace Technology in advance if it plans to disable, block or remove any monitoring or security element Rackspace Technology uses to provide the services for more than 30 minutes. Rackspace Technology shall not issue the customer any credit for events that might have been avoided or mitigated if the customer had not disabled, blocked or removed Rackspace Technology monitoring or security elements, or otherwise interfered with the ability of Rackspace Technology to provide the services. Monitoring and security elements include, for example, Microsoft Operations Manager, Microsoft Systems Management Server, Microsoft Active Directory, Winternals Defrag Manager, Dell OpenManage, Symantec, Nimbus and ZENworks.
- **Logical access:** The SLAs in section 7.1 are contingent on Rackspace Technology having full logical access to the customer configuration. No credit shall be due if the credit would not have accrued if not for the customer restriction of Rackspace Technology logical access to the customer configuration.

## 7. RACI service relationships

The section includes the RACI service relationships information for Rackspace SDDC Business services.

### 7.1 Roles and responsibilities

It is anticipated that there are two parties involved in supporting Rackspace SDDC Business environments, specifically:

- Customer (including any in-house IT resources)
- Rackspace Technology support experts

The RACI model includes the following roles and relationships:

- **Responsible** means, for the purposes of the RACI matrices, the person who actually carries out the process or task assignment and is responsible to get the job done.
- **Accountable** means, for the purposes of the RACI matrices, the person who is ultimately accountable for the process or task being completed appropriately.
- **Consulted** means, for the purposes of the RACI matrices, people who are not directly involved with carrying out the task, but who are consulted, and may be a stakeholder or subject matter expert.
- **Informed** means, for the purposes of the RACI matrices, those who receive output from the process or task, or who have a need to stay informed.

The following table is the service relationships (roles and responsibilities) chart:

Service level activities	Rackspace Technology	Customer
<b>Account management and tooling</b>		
Provide named Service Delivery Manager (SDM) resource	R, A	C, I
Standard account reporting	R, A	C, I
Identify opportunities for cost and performance optimization	R, A	C, I
Provide opinions and best practices around account architecture, security and resiliency	R, A	C, I
<b>Discovery</b>		
Understand business objectives and current challenges	R, A	C, I
Schedule and conduct deep-dive discovery session	R, A	C, I
Understand systems SLAs, RTO, PPO requirements	R, A	C, I

Service level activities	Rackspace Technology	Customer
<b>Design and architecture</b>		
Define architecture options to be considered	R, A	C, I
Agree on high-level design (HLD) architecture	C, I	R, A
Generate high-level application/logical diagrams for proposed architecture(s)	R, A	C, I
Generate detailed infrastructure schematics for proposed architecture(s)	R, A	C, I
Create solution design document	R, A	C, I
Design for high availability and security-first approach	R, A	C, I
Design for sizing, scalability and performance	R, A	C, I
<b>Infrastructure implementation</b>		
Deployment of physical private cloud infrastructure (network, storage, compute)	R, A	C, I
Configuration of vSphere virtual networking	R, A	C, I
Configuration of NSX virtual networking with Rackspace Advanced Managed Services	R, A	C, I
Configuration of NSX virtual networking and security without Rackspace Advanced Managed Services	C, I	R, A
Deployment of images outside of Rackspace Technology spheres of support (SoS)***	C, I	R, A
Configure and test WAN connectivity for management VPN	R, A	C, I
User acceptance testing (UAT) and sign off environment deployment	C, I	R, A
Implementation of ongoing change management for infrastructure components	R, A	C, I
<b>Monitoring</b>		
Deployment and management of Rackspace Technology standard monitoring services	R, A	C, I
<b>Ticketing and alerting</b>		
24x7x365 access to Rackspace Technology standard monitoring services, including initial responses, escalations and troubleshooting of incidents within Rackspace Technology response time SLA guarantees	R, A	C, I
Ongoing definition, management and maintenance of Rackspace Technology standard monitoring, platform, including the definition of alert triggers, thresholds and remediation instructions, initial response, escalation and troubleshooting	R, A	C, I
<b>Patching</b>		
Installation/configuration of all VMware infrastructure level patching via the VMware Cloud Foundation lifecycle management service.	R, A	C, I

## Legal terms

This service description is not a contract, and nothing in this service description is or may be construed as an offer or legal obligation on the part of Rackspace Technology or its representatives. This service description may change from time to time, in the sole discretion of Rackspace Technology. Capitalized terms used but not otherwise defined in this Service Description will have the meaning given to them in the Rackspace Technology Master Services Agreement (presently found at the following URL: (<https://customer.rackspace.com/information/legal/msa>), as it may be updated from time to time.

This service description is intended only as a general description of the specified services and the technical capabilities of Rackspace Technology in relation thereto, which may change from time to time. As applied to customer, this description may not reflect the actual services provided by Rackspace Technology. In addition, this service description may contain one or more additional and/or non-standard services that are not included in the standard service offering and that may require payment of additional fees.

## About Rackspace Technology

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world's leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers' success — our Fanatical Experience® — so they can work faster, smarter and stay ahead of what's next.

Learn more at [www.rackspace.com](http://www.rackspace.com) or call 1-800-961-2888.

© 2023 Rackspace US, Inc. :: Rackspace®, Fanatical Support®, Fanatical Experience® and other Rackspace marks are either service marks or registered service marks of Rackspace US, Inc. in the United States and other countries. All other trademarks, service marks, images, products and brands remain the sole property of their respective holders and do not imply endorsement or sponsorship.

THE INFORMATION CONTAINED IN THIS DOCUMENT IS A GENERAL INTRODUCTION TO RACKSPACE TECHNOLOGY SERVICES AND DOES NOT INCLUDE ANY LEGAL COMMITMENT ON THE PART OF RACKSPACE TECHNOLOGY.

You should not rely solely on this document to decide whether to purchase the service. Rackspace Technology detailed services descriptions and legal commitments are stated in its services agreements. Rackspace Technology services' features and benefits depend on system configuration and may require enabled hardware, software or additional service activation.

Except as set forth in Rackspace Technology general terms and conditions, cloud terms of service and/or other agreement you sign with Rackspace Technology, Rackspace Technology assumes no liability whatsoever, and disclaims any express or implied warranty, relating to its services including, but not limited to, the implied warranty of merchantability, fitness for a particular purpose, and noninfringement.

Although part of the document explains how Rackspace Technology services may work with third party products, the information contained in the document is not designed to work with all scenarios. any use or changes to third party products and/or configurations should be made at the discretion of your administrators and subject to the applicable terms and conditions of such third party. Rackspace Technology does not provide technical support for third party products, other than specified in your hosting services or other agreement you have with Rackspace Technology and Rackspace Technology accepts no responsibility for third-party products.

Rackspace Technology cannot guarantee the accuracy of any information presented after the date of publication.

Rackspace-Service-Description-SDDC-Business-PRO-TSK-7873 :: January 13, 2023