PROPOSAL FOR HOSTING SERVICES

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RACKSPACE, INC. | 9725 DATAPOINT DRIVE, SUITE 100 | SAN ANTONIO, TX 78229 | US SALES: 1-800-961-2888 | WWW.RACKSPACE.COM

DRAFT

Prepared for:

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Fanatical Support® – The Rackspace® Difference

For every business and budget, there's a unique need. That's why we deliver a portfolio of solutions like Managed Hosting, Cloud Hosting and Email Hosting, each with a diverse mix of products. Our model is built to adjust to customer needs quickly and efficiently. And because everything we do is tailored only to hosting, we truly are the hosting experts. We integrate the industry's best technologies and practices and delivers it all with our unparalleled and uncompromising **Fanatical Support**®.

Fanatical Support isn't just what we do. It's what we are – a company with the drive to do more than what our contracts, service level agreements and guarantees say we will. Every day is an opportunity for us to make a difference in the lives and businesses of our customers.

THE FUNDAMENTALS OF RACKSPACE
- Founded in 1998 – Over 10 years of hosting expertise
- Listed on the New York Stock Exchange (RAX) in 2008
- Headquarters: San Antonio, Texas
- Global Offices: Hong Kong, London, Amsterdam, Australia, Austin, TX and Blacksburg, VA
- Nine (9) Worldwide Data Centers: Hong Kong, China (1); London, UK (2); San Antonio, TX (2); Dallas, TX (1); Herndon, VA (1); Ashburn, VA(1); and Chicago, IL(1)
- Over 108,000 customers and over 3000 employees

INDUSTRY LEADERSHIP
- World's largest hosting provider by revenue in 2007*
- Net income positive since February 2001
- Industry-leading Service Level Agreements
- Guarantees: 100% Network Uptime and 1-Hour Hardware Replacement
- Zero-Downtime Network™ powered by Cisco
- A Leader in the Gartner North American Web Hosting Magic Quadrant since 04
- Microsoft Gold Certified Hosting Partner
- Microsoft Hosting Partner of the Year – 2003, 2005 and 2007
- Red Hat Premier Hosting Partner
- American Business Awards' Best Customer Service Organization – 2005 and 2007

WHY RACKSPACE HOSTING IS A SMART BUSINESS DECISION
Hosting helps you be efficient with your cash
- Removes the need for big capital outlays on hardware and data centers
- Frees up your funds for primary business expenses
- Offers affordable and predictable monthly costs
- Lets you pay as you grow rather than over-purchase capacity upfront
- Delivers a faster return on your investment

Hosting helps you extend your resources
- Reduces your labor costs
- Provides you with access to a deeper pool of experts
- Concentrates your people on core business needs
- Supplies staff instantly for the "what if" scenario
- Lets you take advantage of latest technologies without hiring the expertise

Hosting limits your business risk
- Keeps capital on hand for "rainy days"
- Allows you to quickly and efficiently change plans
- Guarantees you stay online
- Implements your solution quickly
- Places your focus back on growing your business
- Gives you latitude to pursue new revenue-generating ventures

*According to Tier1 Research Data

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Thank You!

Our success as a company is measured by the success, growth and happiness of our customers. We have a vested interest in supporting you for years to come. This proposal has been tailored to your unique business needs as we've discussed over our phone and email conversations.

Thank you for the time and the opportunity to share with you the meaning of Fanatical Support.

Sincerely,

Brian Funkhouser
Acquisition Representative II

Notice of Confidentiality

The contents of this Proposal are confidential and proprietary information of Rackspace. Your acceptance of this Proposal and review of its contents constitutes your acknowledgment that the contents are Rackspace's confidential and proprietary information and your agreement not to disclose the same to any person other than persons in your organization who have a need to know in order to evaluate a possible business relationship with Rackspace for managed hosting services.

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Solution Details:

Data Center:	**Elk Grove Village (ORD1)**
Segment:	**Managed**
Term:	**12 months**
Special Notes:	

Managed Linux Support Segment

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included

- 24x7x365 Fanatical Support™
- 1 Hour Hardware Replacement Guarantee
- The Rackspace Zero-Downtime Network™
- Dedicated Account Manager and Business Development Consultant
- Rackwatch Port Monitoring Service
- Included Access to My.Rackspace Portal (Ticket Manager, DNS Manager, Bandwidth and Backup Reports, Doc Center, Knowledgebase, Billing Options)
- Automated Server Patching via Distributed Red Hat Satellite Server

Dedicated Additional IP Addresses

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
2	Included	Included	Included	Included

- Includes Initial Provisioning and Configuration
- Conditional Upon Acceptance of Justification Form submitted to relevant Agency (ARIN for US-hosted servers)
- Included IPs (Up to 16)

Rackwatch Platinum Port Monitoring

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included

- Automated Ticket Creation and Response in Accordance with Support Policy
- 5 Minute Polling
- Choice of 6 Additional Ports to be Monitored (eg. FTP, SSH, DNS, POP3, MS SQL)
- Ping and TCP Port 80

Advanced Availability Monitoring

Quantity	Setup Per Unit	Total Setup	Monthly Per Unit	Total Monthly
1	Included	Included	Included	Included

- 1 Monitor
- Automatic Alert Escalation
- 10 Minute Polling
- Choice of URL, FTP or Mail Service Monitoring

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Included Bandwidth - Monthly Data Transfer				
Quantity	**Setup Per Unit**	**Total Setup**	**Monthly Per Unit**	**Total Monthly**
2000	**Included**	**Included**	**Included**	**Included**

- Metered Outbound Transfer
- Unlimited Inbound Transfer
- Quantity is in GB

Standard Config: Dell R710 with 2 Processors, 12 GB RAM				
Quantity	**Setup Per Unit**	**Total Setup**	**Monthly Per Unit**	**Total Monthly**
1	**$200.00 USD**	**$200.00 USD**	**$1,089.00 USD**	**$1,089.00 USD**

- **Server Platform:** R710 p3
- **Operating System:** Red Hat Enterprise Linux 5 ES 64-Bit
- **Processor:** Dual Processor, Quad Core Intel Xeon L5520
- **Memory:** 12 GB
- **Drive and RAID Configuration:** RAID 1 - Qty: 1, 146 GB (15K SAS 3.5") - Qty: 2
- **Standard Drive Partitioning:** /boot - 100 MB, swap - 1024 MB, /tmp - 2048 MB, / - remainder
- **Network:** 100 Mbps
- **Managed Backup:** Unmetered Backups, Weekly Full, Daily Differential, 2 Week On-site Retention (Per GB)
- **Backup Agent:** Base Backup Agent
- **Bandwidth:** 2000 GB

Setup

$200.00 USD

Subtotal Monthly

$1,089.00 USD

Total Monthly Recurring Cost

$1,089.00 USD

Leverage the Rackspace Partner Program to close more business, generate more opportunities, and increase your revenue through commission payments —ask me about the program today!

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