

Service Level Agreement (SLA)

Because availability is vital for your mission-critical hosting environment, our SLA is designed to protect customers against unscheduled outages. Only a specialist can offer the most aggressive SLA in the hosting industry, guaranteeing a Zero-Downtime Network™ and One-hour Hardware Replacement. The SLA provides unsurpassed levels of availability with correspondingly aggressive penalties for failure to comply with the SLA.*



Zero-Downtime Network™

Rackspace guarantees that the network will be available 100% of the time in a given month, excluding scheduled maintenance. Upon experiencing downtime, Rackspace will refund the customer 5% of the monthly fee for each 30 minutes of downtime (up to 100% of customer's monthly fee). Network uptime includes functioning of all network infrastructure including routers, switches and cabling, but does not include services or software running on your server. Network downtime exists when a particular customer is unable to transmit and receive data and Rackspace records such failure in the Rackspace trouble ticket system. Network downtime is measured from the time the trouble ticket is opened by a customer to the time the server is once again able to transmit and receive data.



Infrastructure

Rackspace guarantees that the critical infrastructure systems, including power and HVAC, will be available 100% of the time in a given month, excluding scheduled maintenance. Upon experiencing downtime, Rackspace will refund the customer 5% of the monthly fee for each 30 minutes of downtime (up to 100% of customer's monthly fee). Critical infrastructure includes functioning of all power and HVAC infrastructure including UPSs, PDUs and cabling, but does not include the power supplies on customers' servers. Infrastructure downtime exists when a particular server is shut down due to power or heat problems and Rackspace records such failure in the Rackspace trouble ticket system. Infrastructure downtime is measured from the time the customer opens a trouble ticket regarding server downtime to the time the problem is resolved and the server is powered back on.



Hardware

Rackspace guarantees the functioning of all leased hardware components and will replace any failed component at no cost to the customer. Hardware replacement will begin once Rackspace identifies the cause of the problem. Hardware replacement is guaranteed to be complete within one hour of problem identification. In the event that it takes us more than one hour to replace faulty hardware, Rackspace will refund the customer 5% of the monthly fee per additional hour of downtime (up to 100% of customer's monthly fee). Hardware is defined as the Processor(s), RAM, hard disk(s), motherboard, NIC card and other related hardware included under the server lease. This guarantee excludes the time required to rebuild a RAID array and the reload of certain operating systems and applications.

*More detail regarding other SLA components is available by contacting a Rackspace representative.