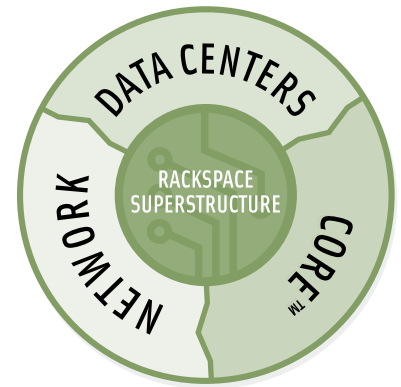


The Rackspace Superstructure is comprised of three main components. First, our Cisco Powered, Zero-Downtime Network™ with unique self-healing attributes. The second component is our data center infrastructure – five data centers owned and operated by Rackspace in the US and UK. CORE™, the third component, is our proprietary hosting operations system providing the automation that allows us to deliver our Managed Services. Together, these elements make up the framework that allows us to deliver award-winning service and solutions to our customers.



Data Centers

Rackspace Managed Hosting owns and operates five Tier-1 data centers located in Texas, Virginia and London, England. Each data center is engineered to the highest levels, with extensive systems to address security and network redundancy, enabling Rackspace to offer our 100% infrastructure availability guarantee.

Security

Access to data centers is restricted by two-factor authentication including Biometric hand scanners. Rackspace data centers are physically isolated from everyone but level three technicians. Public access is strictly forbidden. All entrances and common areas are monitored 24x7 via closed-circuit cameras.

Precision Environment

Our data centers' HVAC (Heating Ventilation Air Conditioning) systems are N+1 redundant to ensure that – even in the event of an entire HVAC system failure – there is a duplicate system on standby to take over. All air is circulated and filtered every 90 seconds to remove dust and contaminants. An advanced fire suppression system is in place to prevent any fire from spreading – in the unlikely event that one could start. All cables to servers and routing equipment are securely tied down and cable racks suspended from the ceiling provide dual routes for all cables.

Conditioned Power

Power systems in Rackspace data centers are designed to run uninterrupted even in the unlikely event of a total power outage. All servers are fed with conditioned UPS (Uninterruptable Power Supply) power that will run if utility power fails. The UPS power subsystem is N+1 redundant with instantaneous failover in case the primary UPS fails. In the event of an extended power outage, on-site diesel generators can run indefinitely. Generators are regularly tested to ensure functionality in the event of an emergency.

Core Routing Equipment

We use only fully redundant, enterprise-class routing equipment housed in its own secure, core routing room and fed with its own redundant power supply. Our fiber carriers enter the facilities at disparate access points to ensure that there is no service failure, even in the unlikely event of a fiber cut.

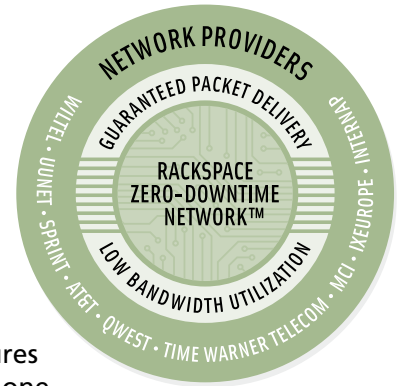
Network Technicians

At Rackspace, we realize that a Tier-1 data center is more than hardware and software. That's why we employ a certified networking and security team with years of experience in managing and monitoring enterprise-level networks. Our certified Rackspace network technicians are trained to the highest standards to ensure that we are able to meet our 100% infrastructure availability guarantee.

Zero-Downtime Network™

The Rackspace network has been engineered from the ground up to accommodate the high-availability demands of our customers' mission-critical Web applications. Our Cisco Powered, Zero-Downtime Network™ has unique self-healing attributes that allow us to deliver on our 100% infrastructure availability guarantee.

Rackspace doesn't rely on any single connectivity provider. Instead, we employ a multi-provider strategy. This offers benefits over simply partnering with one network carrier. Working with multiple network carriers creates natural redundancy in our network architecture and ensures that packets can leave our network from multiple points. Additionally, if one or more providers experience congestion or downtime, traffic can be rerouted through other network partners until the issue is solved.



Beyond simply providing redundancy in case a particular provider experiences downtime, our proprietary networking technology allows our network operations team to actively probe the public Internet for packet loss and latency and automatically reroutes traffic around these areas. This ensures that traffic leaving the Rackspace network is not bound for a part of the public Internet that is heavily congested.

Guaranteed Packet Delivery

Our providers are paid to make sure that packets of information are delivered quickly and efficiently to your end users. This offers significant advantages over simply peering with the major backbones. Peering agreements rarely include Service Level Agreements (SLAs) so no one is accountable for lost packets at congested exchange points. Because Rackspace has SLAs with all of our network partners, we are able to guarantee that all packets will leave our network at full speed.

Bandwidth Utilization

Rackspace substantial bandwidth capacity allows us to accommodate even the largest spikes in traffic. To ensure rapid delivery of content, we continuously add network connectivity and new routes. Low bandwidth utilization allows for maximum uptime, even if multiple transit partners experience simultaneous outages.

Network Providers

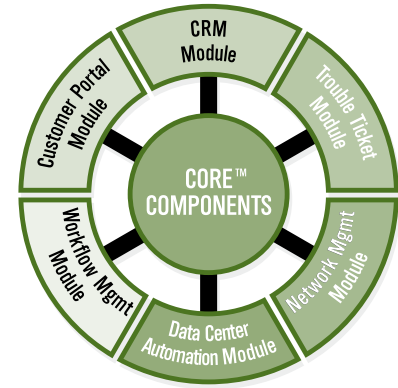
We work closely with leading telecommunications providers to build and maintain our world-class network.



CORE™

Rackspace's proprietary hosting automation system, CORE™, is the most critical part of our Superstructure. CORE is the system that enables us to run our business smoothly and efficiently and ultimately allows us to meet and report on our service level agreements with our customers.

By aggregating all of the information about our customers, our data centers and our network into one centralized data warehouse, we are able to make rapid changes to our customers hosting environments as well as our network and key infrastructure systems. Changes that would take other managed hosting providers months to make take us only a matter of hours — even if the changes span multiple data centers.



This centralization of information and control gives us incredible flexibility when serving our customers. Not only does CORE provide the automation that helps us deploy complex hosting environments quickly, but once your hosting environment is in production, we are able to monitor, identify problems, test potential solutions and roll back changes, all from within one application. This creates efficiency which translates into faster service delivery for our customers and at the same time dramatically reduces the chance for human error.

CORE Advantages

Feature	Benefit
Customer Relationship Management	Centralizes all information about a customer and his hosting configuration.
Incident Management	Ties a particular incident to a particular customer and device within a customer's hosting environment; provides an interface and tools for Rackspace engineers to troubleshoot the issue.
Network Management	Centralized control and change management of all network-based devices in our Superstructure and our customers' hosting environments.
Data Center Automation	Fast, on-demand provisioning of new hosting infrastructure.
Workflow Management	Seamlessly assigns work across Rackspace resources for complex issues that require multiple teams to troubleshoot.
Customer Portal	Allows customers to view the performance of their hosting environment; allows customers high-level control over key pieces of their hosting environment.

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