

Rackspace Service Order Instructions

This Service Order is valid only if accepted before 31 May 2017. Other than completion of the customer contact, billing, and 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 contact information section 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.
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.
Customer Contact Information	
Account Setup	This section contains information that is used to set up your Company's Account. <u>Legal Name</u> – The full legal name of the company who will be the customer must be provided. <u>Tax ID (EIN)</u> – Provide the Federal tax identification number for the company. <u>Primary Domain</u> – Indicate the primary domain to be hosted at Rackspace. <u>Referred By</u> – Identify any company that referred you to Rackspace.
Authorized Contacts	Rackspace will communicate about the Account only with persons who are authorized contacts. <u>Primary Contact</u> – Identify the person in your Company who will have the authority to give Rackspace instructions from time to time concerning the Account (including making changes to the Services, Account information, appointing new contacts, and cancellation of the Account). <u>Billing Contact</u> – List the point of contact regarding financial issues. <u>Technical Contact</u> – List the point of contact regarding technical issues. <u>Authorized Signatory</u> – List any additional persons who are authorized to sign documents on behalf of your Company.
Customer Account Information	
Cancellation	Your Company may cancel the Account for convenience with prior notice via ticket and by e-mailing legalnotice@rackspace.com as described in the Agreement. An early termination fee may apply to some Services, please see the applicable Product Terms for more detail.

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 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: **Nevada Affordable Housing Assistance Corporation**
 Data Center: **Multiple**
 Service Level: **Managed Colo**
 Term: **12 months**

Services Detail:

Managed Co-location - Production and DR Site

Networking

Firewall		Elk Grove Village (ORD1)		
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$225.27 USD	\$0.00 USD	\$225.27 USD
<ul style="list-style-type: none"> • Firewall: Cisco ASA 5508 X High Availability (Pair of Devices) 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 ◦ Cisco VPN Access - Client to Site: Five (5) included • Support: Cisco ASA 5508 X Support QTY: 1 • Are your customers remote Desktop users running Windows OS?: No • AnyConnect SSL VPN License: AnyConnect Plus SSL VPN License - ASA 5508 QTY: 100 				

Servers

32GB Single Processor Hex Core Dedicated Server (File)			Elk Grove Village (ORD1)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$409.00 USD	\$0.00 USD	\$409.00 USD

- **Server Platform:** 32GB Single Processor Hex Core Dedicated Server QTY: 1
- **Processor:** Intel® Xeon® Processor E5-2640, 15M Cache, 2.50 GHz, Hex Core QTY: 1
- **Random Access Memory:** 32GB QTY: 1
- **RAID, Set 1:** RAID 1 QTY: 1
- **Drive Selection, Set 1:** 600GB 15K SAS 3.5inch QTY: 2
- **RAID, Set 2:** RAID 5 QTY: 1
- **Drive Selection, Set 2:** 600GB 15K SAS 3.5inch QTY: 3
- **Drive Partitioning:** Rackspace Suggested Partitioning QTY: 1
- **Operating System:** Windows Server 2012 R2 Standard - 64Bit QTY: 1
 - Microsoft Windows pricing may increase due to changes in the way Microsoft licenses Windows.
- **Support:** Server Support QTY: 1
- **Bandwidth:** 2000GB Bandwidth QTY: 1
 - Quantity is in GB
 - Excluding SYD2 Data Center
 - Subject to the Bandwidth Pricing Terms referenced at <http://www.rackspace.com/information/legal/bandwidthpricing>
- **Backup Agent:** Base Backup Agent QTY: 1
- **MBU Schedule:** Weekly Full + Daily Incremental QTY: 1
- **MBU Retention Type:** 2 Week On-site Retention (Per GB) QTY: 3000
- **MBU Subscription:** Unmetered Managed Backup QTY: 1
 - Captures up to 3000 GB per 24 hours per server
 - Rackspace - managed shared MBU infrastructure
 - Flat-rate monthly billing - No overages
 - Unlimited data exclusions - Backup only what you need
 - Please note Two (2) free restores per server per month
 - Fully-managed configuration changes
 - Automated and managed backup job failure resolution
 - Managed Backup configuration and backup history on MyRackspace
 - Dedicated network connection for backups
 - Backup and restore times depend on usage of server and network during running process



Single Processor Multi-Core Dedicated Server (Web/App/SQL DB)			Elk Grove Village (ORD1)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$383.15 USD	\$0.00 USD	\$383.15 USD

- **Server Platform:** Single Processor Multi-Core Dedicated Server QTY: 1
- **Processor:** Intel® Xeon® Processor E5-2640, 15M Cache, 2.50 GHz, Hex Core QTY: 1
- **Random Access Memory:** 64GB QTY: 1
- **RAID, Set 1:** RAID 1 QTY: 1
- **Drive Selection, Set 1:** 600GB 15K SAS 3.5inch QTY: 2
- **RAID, Set 2:** RAID 1 QTY: 1
- **Drive Selection, Set 2:** 600GB 15K SAS 3.5inch QTY: 2
- **Drive Partitioning:** Rackspace Suggested Partitioning QTY: 1
- **Operating System:** Windows Server 2012 R2 Standard - 64Bit QTY: 1
 - Microsoft Windows pricing may increase due to changes in the way Microsoft licenses Windows.
- **Support:** Server Support QTY: 1
- **Bandwidth:** 2000GB Bandwidth QTY: 1
 - 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:** Microsoft SQL 2016 Standard Edition - Customer Provided License QTY: 3
- **Database Clustering:** Stand-Alone Database QTY: 1
- **Database Installation:** Automated Best Practices Install QTY: 1
- **Backup Agent:** Base + SQL Server Backup Agent QTY: 1
- **MBU Schedule:** Weekly Full + Daily Incremental QTY: 1
- **MBU Retention Type:** 2 Week On-site Retention (Per GB) QTY: 2400
- **MBU Subscription:** Unmetered Managed Backup QTY: 1
 - Captures up to 3000 GB per 24 hours per server
 - Rackspace - managed shared MBU infrastructure
 - Flat-rate monthly billing - No overages
 - Unlimited data exclusions - Backup only what you need
 - Please note Two (2) free restores per server per month
 - Fully-managed configuration changes
 - Automated and managed backup job failure resolution
 - Managed Backup configuration and backup history on MyRackspace
 - Dedicated network connection for backups
 - Backup and restore times depend on usage of server and network during running process



32GB Single Processor Hex Core Dedicated Server (Testing)			Elk Grove Village (ORD1)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$270.42 USD	\$0.00 USD	\$270.42 USD

- **Server Platform:** 32GB Single Processor Hex Core Dedicated Server QTY: 1
- **Processor:** Intel® Xeon® Processor E5-2640, 15M Cache, 2.50 GHz, Hex Core QTY: 1
- **Random Access Memory:** 32GB QTY: 1
- **RAID, Set 1:** RAID 1 QTY: 1
- **Drive Selection, Set 1:** 600GB 15K SAS 3.5inch QTY: 2
- **RAID, Set 2:** RAID 1 QTY: 1
- **Drive Selection, Set 2:** 600GB 15K SAS 3.5inch QTY: 2
- **Drive Partitioning:** Rackspace Suggested Partitioning QTY: 1
- **Operating System:** Windows Server 2012 R2 Standard - 64Bit QTY: 1
 - Microsoft Windows pricing may increase due to changes in the way Microsoft licenses Windows.
- **Support:** Server Support QTY: 1
- **Bandwidth:** 2000GB Bandwidth QTY: 1
 - Quantity is in GB
 - Excluding SYD2 Data Center
 - Subject to the Bandwidth Pricing Terms referenced at <http://www.rackspace.com/information/legal/bandwidthpricing>
- **MBU Subscription:** No Backup Included QTY: 1

Disaster Recovery

Firewall			Richardson (DFW3)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$159.77 USD	\$0.00 USD	\$159.77 USD

- **Firewall:** Cisco ASA 5508 X QTY: 1
 - 1000 Mbps Connectivity
 - 500 Mbps Aggregate, 100,000 Concurrent Connections and 10,000 Connections/Second
 - Stateful packet inspection
 - Cisco VPN Access - Client to Site: Five (5) included
- **Support:** Cisco ASA 5508 X Support QTY: 1
- **Are your customers remote Desktop users running Windows OS?:** No
- **AnyConnect SSL VPN License:** AnyConnect Plus SSL VPN License - ASA 5508 QTY: 100



32GB Single Processor Hex Core Dedicated Server (Web/App/SQL DB DR server)			Richardson (DFW3)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$383.15 USD	\$0.00 USD	\$383.15 USD

- **Server Platform:** 32GB Single Processor Hex Core Dedicated Server QTY: 1
- **Processor:** Intel® Xeon® Processor E5-2640, 15M Cache, 2.50 GHz, Hex Core QTY: 1
- **Random Access Memory:** 32GB QTY: 1
- **RAID, Set 1:** RAID 1 QTY: 1
- **Drive Selection, Set 1:** 600GB 15K SAS 3.5inch QTY: 2
- **RAID, Set 2:** RAID 1 QTY: 1
- **Drive Selection, Set 2:** 600GB 15K SAS 3.5inch QTY: 2
- **Drive Partitioning:** Rackspace Suggested Partitioning QTY: 1
- **Operating System:** Windows Server 2012 R2 Standard - 64Bit QTY: 1
 - Microsoft Windows pricing may increase due to changes in the way Microsoft licenses Windows.
- **Support:** Server Support QTY: 1
- **Bandwidth:** 2000GB Bandwidth QTY: 1
 - 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:** Microsoft SQL 2016 Standard Edition - Customer Provided License QTY: 3
- **Database Clustering:** Stand-Alone Database QTY: 1
- **Database Installation:** Automated Best Practices Install QTY: 1
- **Backup Agent:** Base + SQL Server Backup Agent QTY: 1
- **MBU Schedule:** Weekly Full + Daily Incremental QTY: 1
- **MBU Retention Type:** 2 Week On-site Retention (Per GB) QTY: 2400
- **MBU Subscription:** Unmetered Managed Backup QTY: 1
 - Captures up to 3000 GB per 24 hours per server
 - Rackspace - managed shared MBU infrastructure
 - Flat-rate monthly billing - No overages
 - Unlimited data exclusions - Backup only what you need
 - Please note Two (2) free restores per server per month
 - Fully-managed configuration changes
 - Automated and managed backup job failure resolution
 - Managed Backup configuration and backup history on MyRackspace
 - Dedicated network connection for backups
 - Backup and restore times depend on usage of server and network during running process

Monthly Recurring ⁽¹⁾	\$1,830.76 USD
Monthly Utility Fee ⁽²⁾	\$0.00 USD
Total Monthly Invoice ⁽³⁾	\$1,830.76 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

1. Your Services Description may comprise several distinct services. Rackspace may raise an invoice for each service separately



- on the service's online date.
2. Monthly Utility Fee may change based on usage.
 3. The amount due under the Total Monthly Invoice may change if your use of bandwidth-based products and services exceeds the subscribed amount.

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 7 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 \$0.12 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.

Fees - 30 Days

Notwithstanding anything in the Agreement to the contrary, the recurring monthly fee shall be due 30 days from receipt of invoice.

Satisfaction Guarantee - 30 Days from Execution Date

Anything in the Agreement to the contrary notwithstanding, Customer may terminate this Agreement without payment of any early termination fees if not satisfied with services provided by Rackspace, provided that Customer notifies Rackspace of its intent to terminate, in writing, within 30 days of its acceptance of this Agreement. Such termination shall be effective immediately upon receipt of Customer's notice.

Customer Contact Information

Account Setup

Customer Information Legal Name: Tax ID (EIN):		Primary Domain: Referred By:
Authorized Contacts <i>NOTE: Information and/or support won't be provided to any party not listed herein. The provided domain name will be only used for server naming purposes.</i>		
Primary Contact (Required)		Billing Contact (If different than Primary Contact)
Name:		Name:
Job Title:		Job Title:
Telephone:		Telephone:
E-mail:		Email:
Address:		Address:
County:		County:
Technical Contact (If different than Primary Contact)		Authorized Signatory (If Applicable)
Name:		Name:
Job Title:		Job Title:
Telephone:		Telephone:
E-mail:		E-mail:
		Authorized Signatory (If Applicable)
		Name:
		Job Title:
		Telephone:
		E-mail:

Privacy Notice: By submitting your Order you consent to Rackspace processing this information in accordance with the Rackspace Privacy Statement (<https://www.rackspace.com/information/legal/privacystatement>). Rackspace Group companies may use the information you provide in this Service Order to provide the services to your company, to send to you and your company direct marketing messages, and for other purposes detailed in the Rackspace Privacy Statement.