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RACKSPACE PRICING SCHEDULE FOR SUPPORT FOR AZURE

EXPERTISE ACROSS THE LEADING CLOUDS.

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1. RACKSPACE SUPPORT FOR MICROSOFT AZURE

Fanatical Support for Microsoft Azure is a unique offering that combines the flexibility, scalability and power of the Azure cloud platform with Rackspace's award-winning Fanatical Support, managed services and architectural and design guidance.

Microsoft Azure backed by Fanatical Support is a managed cloud solution that reduces the complexity of Azure by providing planning, guidance, and implementation for customers to run production workloads on Microsoft Azure with the added support, proactive monitoring, patching, antivirus and 24x7 access to Windows and Linux expertise from engineers at Rackspace, charged on a monthly basis.

Service Level Recommended for your Needs

Rackspace offers two service levels to match our customers varying needs:

Navigator	Aviator
Navigator is our offering for customers who are interested in Fanatical Support at the Azure platform layer only. This service offering is designed for customers who will maintain resource deployment responsibilities (i.e. VMs, networks, storage) but are looking to leverage the expertise and tooling provided by Rackspace's 24x7x365 team of Azure experts. At this level, customers will have access to people and resources relating to architecture guidance, best practices documentation, configuration assistance, and platform level monitoring. In addition, Rackspace will serve as an escalation point for any Azure platform related incidents. Although Rackspace does not provide support of guest VM instances at this level, our expert support team can provide build recommendations based on established best practices.	Aviator extends the benefits of Navigator through additional tooling and access to increased human expertise, incorporating best practices and 24x7x365 operational support for your Azure environment. Aviator is our offering for customers who want a more comprehensive support experience, including guest virtual machine management. At the Aviator level, Rackspace will perform environment build and deployment activities in addition to ongoing management of IaaS VM assets (monitoring, patching, and antivirus). To receive Aviator support, resources must be deployed in Azure Resource Manager (v2).

Please refer to Service Description document for more details about these service levels.

1.1. Rackspace Support Fees

Value Based: Less expensive than employing the comparable staff with expertise in Azure and apps 24x7x365

Scalable: Service charges bake in volume discounts across all Azure products; allows scaling of service as the infrastructure spend increases

Fanatical Support for Microsoft Azure is priced based on the monthly Azure spend for your organisation.

Spend Tiers	Aviator	Aviator – No Resale	Navigator
Below £3k	£ 2,100	£ 2,300	£ 650
> £3k to £4.5k	£ 3,200	£ 3,600	£ 1,300
> £4.5k to £7.5k	£ 5,000	£ 5,500	£ 1,700
> £7.5k to £11k	£ 8,000	£ 9,250	£ 2,300
> £11k to £19k	£ 11,500	£ 13,000	£ 3,000
> £19k to £25k	£ 14,500	£ 16,500	£ 4,300
> £25k to £35k	£ 17,500	£ 20,000	£ 5,250
> £35k to £50k	£ 21,250	£ 24,750	£ 6,800
> £50k to £65k	£ 25,000	£ 29,000	£ 8,100
> £65k to £75k	£ 29,000	£ 34,000	£ 9,250
> £75k to £110k	£ 17,000 + 23.9%	£ 17,000 + 30.8%	£ 6,500 + 6.8%
>£110k	Please contact us		

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