



Service Order Prepared For:

Electric & Gas Industries Association

Prepared by

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(Valid until 30 August 2024)

Service Order

This Service Order is between Rackspace US, Inc (“Rackspace” or “we”) and the customer who signs below (“Customer” or “you”). The following terms are incorporated in this Service Order by reference:

- i. The Rackspace Master Services Agreement (“MSA”) found at <https://www.rackspace.com/information/legal/msa> as of the date of Customer's acceptance of this Service Order.
- ii. The Dedicated Hosting Services Product Terms found at <https://www.rackspace.com/information/legal/dedicatedhostingterms> as of the date of Customer's 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. Delivery by email, facsimile, or other electronic means of an executed counterpart of a signature page to this Services Order constitutes effective execution and delivery of this Service Order. This Service Order cannot be accepted by Customer if marked draft or with like notice, or following expiry of the valid to date in Rackspace’s timezone. The effective date of this Agreement is the date of Customer acceptance, and is effective without Rackspace signature.

Accepted by Customer (All Fields Required)

Signature: Eddie Javaid

Printed Name: Eddie Javaid

Job Title: CTO

Company: EGIA

Date: 29 August 2024

Accepted by Rackspace US, Inc

Signature: _____

Printed Name: _____

Job Title: _____

Date: _____

A summary of Rackspace’s contract structure is available for informational purposes only, at <https://www.rackspace.com/information/legal/contract-structure>

Purchase Order Number:



Solution Detail

Customer Information:

Company Name: **Electric & Gas Industries Association**

Data Center: **Multiple**

Service Level: **Intensive**

Type of Contract: **Migration**

Term: **36 months**

Option 1

SDDC-B

SDDC Business Private Cloud			Richardson (DFW3)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$9,619.71 USD	\$0.00 USD	\$9,619.71 USD

- Subject to the Terms and Conditions located at:
 - <http://www.rackspace.com/information/legal/sddc-business>
- **SDDC Bundles:** gp2.M QTY: 3
 - **Server Chassis:** R7615
 - **Processor:** AMD® EPYC® 9254 24-Core 2.90GHz Processor QTY: 1
 - **Random Access Memory:** 384GB QTY: 1
 - **RAID, Set 1:** RAID 1
 - **Drive Selection, Set 1:** 960GB RI SATA SFF SSD QTY: 2
 - **Included Networking Expansion Card:** Emulex HBA LPe35002 Dual Port 32 Gb Fibre Channel PCIe Full Height QTY: 2
 - Rackspace does not keep excess stock of this equipment and this Service is not subject to the Deployment Commitment. Please check with your Sales Representative for additional information.
- **VMware VCF License:** VMware® VCF License Bundle - Core License QTY: 72
- **Network Speed:** 1- 10Gbe
- **Management LUN:** Management LUN QTY: 1
 - **Management LUN:** 2050GB Silver SAN Storage
- **Bandwidth:** 2000GB Bandwidth (Promotional) QTY: 1
 - Quantity is in GB
 - Subject to the Bandwidth Pricing Terms referenced at <http://www.rackspace.com/information/legal/bandwidthpricing>
 - Notwithstanding the Standard Bandwidth Pricing Model Terms and Conditions, Customer's monthly fees will include a per server Bandwidth Allocation of up to 2,000 GB.
- **vRealize Operations:** vRealize Operations (vROps)
- **Rackspace Data Protection:** Rackspace Data Protection QTY: 1
 - By default, your policy will be set to daily incremental immutable backups with two-week retention.
 - You can access the self-service portal for Rackspace Data Protection where you may remove or adjust the policy and initiate re-stores at:
 - <https://manage.rackspace.com/data-protection>
 - Customer will be charged utility-based Fees (based on the aggregate of total daily metering of data in retention), per the then-current pricing posted at:
 - <https://www.rackspace.com/cloud/private/data-protection-pricing>
 - Subject to the Terms and Conditions located at:
 - <https://www.rackspace.com/information/legal/data-protection>
- **Rackspace Data Protection Customer Type:** Customers Migrating from ServerVirt
 - Customer will be charged 50% discounted utility-based Fees (based on the aggregate of total daily metering of data in retention), per the then-current pricing posted at:
 - <https://www.rackspace.com/cloud/private/data-protection-pricing>
- **Associated To:** Rackspace Block Storage



Rackspace Block Storage				Richardson (DFW3)		
Quantity	Per Unit Fees			Totals		
	Setup	One Time	Monthly	Setup	One Time	Monthly
1	\$0.00 USD	\$0.20 USD	\$5,865.92 USD	\$0.00 USD	\$0.20 USD	\$5,865.92 USD

- Rackspace Block Storage may only be used on a Rackspace provided and supported operating system (OS).
- You must provide Rackspace root access to your hosted system.
- If you fail to maintain a supported OS or remove root access, your hosted system will be considered Unsupported as defined in your Terms and Conditions and Rackspace, at its sole discretion, may cancel your Rackspace Block Storage services without penalty.
- The services descriptions (and other applicable terms), for storage services provided within scope of Dedicated Hosting Services, which may revised by Rackspace, are presently located at the following URL:
 - <http://docs.rackspace.com/support/how-to/private-cloud-storage-spheres-of-support/>
- **Rackspace Block Storage - Gold:** RBS - Gold (no snapshots) QTY: 18400
- **Support:** Rackspace Block Storage Support
- **Certified Data Erasure for Rackspace Block Storage:** Certified Data Erasure for Rackspace Block Storage QTY: 1
- **Associated To:** SDDC Business Private Cloud

VMM

VM Management on Rackspace Private Cloud				Richardson (DFW3)	
Quantity	Per Unit Fees		Totals		
	Setup	Utility	Setup	Utility	
48	\$0.00 USD	\$81.51 USD	\$0.00 USD	\$3,912.48 USD	

- The VM Management services sold on this line item are for the RPC-VMware, and SDDC product lines
- VM Management is billed per service. Customer has the option to consume each service independently
- Service fees are initially based on the number of virtual machines used to size your environment
- In addition to any other applicable terms and conditions, these Services are subject to the VM Management Product Terms (<https://www.rackspace.com/information/legal/guestservices>), as may be updated by Rackspace.
- The above quoted price, listed at the top of this line item, is an estimate of Customer’s monthly service Fees. Actual Fees for these Services will vary in accordance with number of VMs enrolled each day in the VM Management Services.
- The “Number of VMs” identified for each VM Management service is an estimate of the number of VMs to be enrolled in that particular service, and in no way binds Customer to any specific service commitment.
- Does not include Application or Database services which are or will be available as a separate service.
- Windows and Linux OS Intensive Support. For supported versions of Windows and Linux see <https://www.rackspace.com/legal/eolterms>
- Service enrollment is done within the ‘self-serve’ customer UI. Instructions can be found here
 - <https://docs.rackspace.com/docs/rackspace-vm-management-for-private-cloud#introduction>
- **VM Management Services:** Managed OS Administration QTY: 1
- **VM Management Services:** Managed OS Monitoring QTY: 1
- **VM Management Services:** Managed OS Patching QTY: 1



Security Essentials for SDDC			Richardson (DFW3)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$4,560.00 USD	\$0.00 USD	\$4,560.00 USD
<ul style="list-style-type: none"> • Includes: <ul style="list-style-type: none"> ◦ Intrusion Detection ◦ File Integrity Monitoring ◦ Malware Protection ◦ Log Collection & Management ◦ Vulnerability Scanning ◦ Antivirus • Auto-Installation of Agents on all new VMs in the enrolled environment. • Subject to the terms and conditions found here <ul style="list-style-type: none"> ◦ http://www.rackspace.com/information/legal/security-essentials • SDDC Type: SDDC Business • Virtual Machines: Covered Virtual Hosts QTY: 48 • Log Retention: 13 Months Log Retention QTY: 1 • Support: Armor Anywhere Support • Log Relay: Yes 				

Service Order Total	
Monthly Recurring ⁽¹⁾	\$20,045.63 USD
Monthly Utility Fee ⁽²⁾	\$3,912.48 USD
Total Monthly Invoice ⁽³⁾	\$23,958.11 USD
Setup Fee	\$0.00 USD
One Time Fee	\$0.20 USD
Total One Time/Setup Fee	\$0.20 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 sub-scribed amount.



Decommissioned Devices

Rackspace will continue charging the customer for decommissioned devices until the customer has notified Rackspace via a support ticket entered on the MyRackspace® portal that these decommissioned devices are ready to be taken offline. The customer must specify the device number and date that the device can be removed from service.

1041509-san1.egia.org	1041509	\$745.00 USD
1056368-san2.egia.org	1056368	\$7095.41 USD
1309550-hyp6.dfw3.rvi.local	1309550	\$2329.23 USD
1309552-hyp7.dfw3.rvi.local	1309552	\$2329.23 USD
1309553-hyp8.dfw3.rvi.local	1309553	\$2329.23 USD
1309554-hyp9.dfw3.rvi.local	1309554	\$2329.23 USD
Total		\$17157.33 USD

New Terms or Contract Amendments:

Component Substitution

Rackspace reserves the right to substitute hardware or software in connection with Services described in the Service Order (“Component Substitution”) provided such Component Substitution allows for the same or an increased level of performance relative to the then-existing component and is at no additional cost to Customer. Rackspace will coordinate any Component Substitution which may impact the solution with Customer to minimize any such potential impact.

Bandwidth Overages

Please refer to <https://www.rackspace.com/information/legal/standardbandwidth> for bandwidth overage pricing.

Deployment Schedule

Rackspace shall commence deployment of the Hosted System on completion of Customer's provision of any implementation information requested by Rackspace and any required implementation call. Following commencement of deployment, Rackspace shall deploy virtual machines and dedicated servers promptly (unless Customer provides written notice requesting deployment be delayed contemporaneously with the remainder of the Hosted System), and the remainder of the Hosted System (including storage devices) as available. Changes to guaranteed deployment dates are subject to written agreement between the parties.

The services will be online January 15,2025, as requested by Customer.

Free Days

Rackspace will not charge monthly recurring fees for the dedicated hosting devices in this Service Order for 90 days following the Service Commencement Date (the “Free Period”). The Free Period does not apply to any other charges (including non-recurring or utility charges).

