



Service Order Prepared For:

Electric & Gas Industries Association

Prepared by

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(Valid until 31 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.

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
Term:	Month to Month

Option 1

Configuration 1

Rackspace Elastic Engineering for Private Cloud				
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
1	\$0.00 USD	\$31,850.00 USD	\$0.00 USD	\$31,850.00 USD
<ul style="list-style-type: none"> In addition to any other terms and conditions of Customer's agreement with Rackspace, these Services are subject to the Rackspace Elastic Engineering Product Terms (presently found at the following URL: https://www.rackspace.com/information/legal/rackspaceelasticengineering) as periodically updated by Rackspace. These services are subject to the Rackspace Elastic Engineering pricing table, attached to this Service Order, for the duration of Customer's identified Term, after which Customer will be subject to Fee increases in accordance with the terms of the Agreement. The price reflected in this line item is the price of the tier selected for Month 3 of the Initial Tier Schedule for Traditional Elastic Engineering. For Micro-Projects, the price reflected will be the same as selected for that one month of hours. Does this customer require only US based resources?: No to US Based Resources Service - Initial Tier Schedule: Rackspace Elastic Engineering for Private Cloud <ul style="list-style-type: none"> Month 1: Tier 2 (130hrs) The Initial Tier Schedule identified in this line item will govern Customer's Rackspace Elastic Engineering Tier during the identified months following execution of this Service Order. Upon conclusion of the final month identified in the Initial Tier Schedule, Customer's Tier will remain on the last scheduled Tier for each subsequent month, unless modified. Subject to the Rackspace Elastic Engineering Product Terms, Customer may initiate modification of the Initial Tier Schedule and/or Tier by submitting a support ticket request via the Rackspace provided online customer portal. Notwithstanding anything to the contrary, Customer's Initial Term for this Service is 3 months and then will renew on a month-to-month basis thereafter. For customers consuming Rackspace Elastic Engineering 'Micro Projects' the term minimum does not apply. 				



Service Order Total	
Monthly Recurring ⁽¹⁾	\$31,850.00 USD
Monthly Utility Fee ⁽²⁾	\$0.00 USD
Total Monthly Invoice ⁽³⁾	\$31,850.00 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 sub-scribed amount.

New Terms or Contract Amendments:





ELASTIC ENGINEERING USD PRICING TABLE

Tier	Hours	Price	Rate
KLO	25	\$6,375	\$255
Basic	40	\$10,000	\$250
Standard	50	\$12,250	\$245
Tier 1	80	\$19,200	\$240
Tier 2	130	\$30,550	\$235
Tier 2.5	200	\$47,000	\$235
Tier 3	270	\$63,450	\$235
Tier 4	400	\$92,000	\$230
Tier 5	540	\$124,200	\$230
Tier 6	680	\$156,400	\$230
Tier 7	810	\$186,300	\$230
Tier 8	1100	\$253,000	\$230