

RACKSPACE® SOC 1 TYPE II REPORT

Rackspace Hosting has completed an examination in conformity with the Statement for Standards for Attestation Engagements (SSAE) No 16 Type II Service Organization Control (SOC) 1 for the period October 1, 2010 through September 30, 2011. Completion of the SSAE 16 Type II SOC 1 examination indicates that selected Rackspace's processes, procedures, and controls have been formally evaluated and tested by an independent accounting and auditing firm (service auditor). The examination included the company's controls related to security monitoring, change management, service delivery, support services, backup and environmental controls, logical and physical access.

The SSAE 16 Type II SOC 1 supersedes and effectively replaces the Statement on Auditing Standards (SAS) No. 70 Type II as designated by the U.S. Securities and Exchange Commission (SEC) as an acceptable method for a user organization's management to obtain assurance about service organization's internal controls without conducting separate assessments.

A service auditor's examination performed in accordance with SSAE 16 ("SOC 1 Audit") Type II SOC 1 ("SOC 1 Audit") provides a detailed description of our controls and the effectiveness of those controls. The examination often includes controls over information technology and related processes.

The SSAE 16 was created to update the US service organization reporting to mirror the new international service organization-reporting standard, the International Standard for Assurance Engagements (ISAE) No 3402. Rackspace recognizes the needs of our US, International and Global customers and has worked with the service auditor to have the report issued with a joint opinion that satisfies the requirements of both the SSAE 16 and the ISAE 3402.

Currently the SOC 1 Audit Report pertains to Rackspace Managed Hosting customers, Cloud Servers™ & Cloud Files™ Customers, and all Rackspace Data Centers.

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