

MAIL HOSTING SERVICES PRODUCT TERMS

1. ADDITIONAL DEFINED TERMS

"Effective Date" means the date on which you have submitted a signed Agreement for Mail Services and we have received your payment for the first month's service.

"Junk Mail" means email that is captured by our mail filter and other email that is reported by you to Rackspace as undesirable.

means the Rackspace Email, Email Plus,

- (i) if the Downtime continues for 5 consecutive hours or more, you may request a credit equal to the monthly recurring fee for the affected Mail Service (Rackspace Email, Microsoft Exchange, BlackBerry Enterprise Server or ActiveSync) multiplied by the percentage of your mailboxes affected (the "**Maximum Credit**");
or
- (ii) If the Downtime continues for less than 5

no representation that it can recover deleted items. Data on backups may be retrieved only for a limited number of days

inquiries sent to you by the Registrar. Rackspace may make changes to DNS zones and

Site using Cloud Drive. We warrant that the Cloud Drive Services will conform to the

invoicing. You must provide Rackspace with accurate and adequate documentation

