Re: Rackspace 2023 Data Center Hosting (Dedicated) Services SSAE 18/ISAE 3402 SOC 2 Type II

To Whom It May Concern,

Rackspace US, Inc. received SOC 2 Type II Reports from an independent third-party accounting firm for the audit of its Data Center Hosting (Dedicated) Services for the following Data Centers: (DFW3, FRA1, FRA2, HKG5, IAD3, LON3, LON5, MCI1, NYC2, ORD1, SHA3, SIN3, SJC3, SYD2, and SYD4). The audit period was from October 1, 2022, through September 30, 2023, and includes tests of operating effectiveness.

The audit tested controls in Access, Authentication and Authorization, Physical Security, Encryption and Data Destruction, Change Management, Data Backup and Disaster Recovery, Environmental Security, Incident Response, and System Monitoring. As of today, I have not become aware of any material changes to the internal control environment that would adversely affect the conclusions reached in the SOC 2 Type II Report (officially known as the "System and Organization Controls (SOC) 2 Report") dated November 7, 2023.

You should be aware that Rackspace, as normal part of its operations, continues to update and enhance our services and technology. In addition, the controls referenced within the SOC 2 were designed with certain responsibilities required of system users. Rackspace controls must always be evaluated in conjunction with an assessment of the strength of user controls.

This communication is not intended to provide you with a certification of Rackspace internal controls or suggest to you that Rackspace has performed any structured evaluation of its internal controls for the purposes of this communication.

Thank   you,

Karen O'Reilly-Smith

Karen O'Reilly-Smith
Chief Security Officer