

SERVICE DESCRIPTIONS

1. Core Services. All Core Services are delivered with root or administrative access. Upon delivery, Customer is responsible for hardening the environment (firewall rules, SSH keys, default credentials), OS management, patching, and application deployment.

1.1 Bare Metal Servers. Dedicated, single-tenant physical servers for Customer's exclusive use. Customer Content on bare metal is physically isolated from other customers' data.

1.2 Cloud Compute (VPS). KVM-virtualized compute instances on shared physical infrastructure. Customer Content is logically isolated from other tenants but physically co-resident on shared hardware. Rackdog is responsible for the virtualization layer; Customer's responsibility begins at the guest OS. Resources are allocated from a shared pool; performance may vary.

2. Supplementary Services. Available as add-ons. Some may be partner-delivered, with Rackdog as Customer's point of contact. SLA coverage for partner-delivered services is per the SLA.

2.1 Colocation. Rack space, power, and connectivity in Rackdog-operated or partner data centers. Additional terms are set forth in the Colocation Addendum.

2.2 IP Transit. Dedicated bandwidth via multiple Tier-1 carriers at 1Gbps to 400Gbps. Includes BGP session management and IP allocation.

2.3 DDoS Mitigation. Volumetric and application-layer protection, via Rackdog or third-party partners.

2.4 CDN. Content delivery services, which may be partner-delivered.

2.5 VPN. Private network connectivity for secure access between Customer resources.

2.6 Managed Services. Monitoring, patching, and infrastructure management as described in the applicable Order.

2.7 Other Network Services. Private interconnection, VLAN, cross-connects, and custom routing per applicable Orders.

3. Future Services. Object Storage (Planned). S3-compatible object storage. Not currently available; may initially launch as a Beta Service.