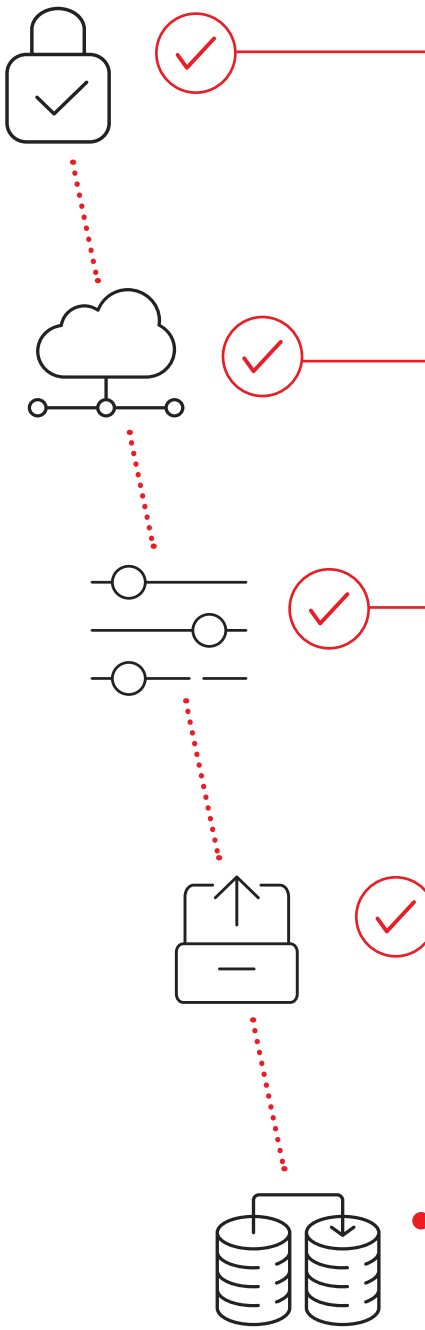
A PATH TO RECOVERY

rackspace technology.

We understand how important data recovery is to our customers. We want to provide information on what Rackspace has been doing behind the scenes to prepare for a safe and efficient email data recovery process.



STEP 1 Validating Our Environment's Security

We started by restoring our systems in an isolated environment and installing Falcon, CrowdStrike's endpoint detection and monitoring tool, on every impacted server. We then manually removed malicious files and performed additional scans to validate that each and every server was clean.

STEP 2 Recovering Impacted Servers

We had a team of experts, including some of the most experienced engineers at Rackspace, working around the clock to recover the data on those servers.

STEP 3 Preparing the New Environment

Once systems were recovered and running CrowdStrike's endpoint monitoring, we placed them into a clean environment that is separate and apart from the rest of the Rackspace network. From here, we will initiate the process of releasing servers in the new clean environment to prepare for data extraction.

STEP 4 Extracting Data

Rackspace has created automation that opens the Exchange database files, reviews the details of each individual PST file, and correlates it to a customer account. From here, the correlated files will be routed to a staging environment, from which data will be extracted and released to customers by account.

STEP 5 Recovering Your Email Data

We look forward to initiating data recovery for each customer by distributing PST files to them through their secure customer portal. Customers will be notified proactively when their PST files become available for download in the secure customer portal. Our Rackspace support team will be available as customers begin to recover their data, and support resources will be available on our landing page soon.