PSLT – CX Enterprise Coworker (2026v2)

1. **Agentic AI Services.** CX Enterprise Coworker ("Coworker") may include agentic AI services that retrieve information, invoke tools, execute workflows, or otherwise perform actions on Customer's behalf. Customer is solely responsible for configuring and authorizing such agentic AI services, including the permissions and access granted to Customer Data and Customer-Connected Technology. Customer's obligations and responsibilities with respect to Outputs under the Specific Licensing Terms for Adobe Generative Artificial Intelligence Features apply to any actions performed by agentic AI services, which are deemed Outputs for purposes of this Agreement.

2. **Customer-Connected Technologies.**

   2.1. Customer Responsibilities. Customer may enable Coworker to incorporate or interoperate with Customer-Connected Technology. Customer's decision to connect Customer-Connected Technology to Coworker is made solely at Customer's election and discretion. Customer is solely responsible for Customer-Connected Technologies, including but not limited to:

   2.1.1. the selection, configuration, authorization, deployment, monitoring, and supervision of Customer-Connected Technology, including the permissions and credentials Customer makes available to Customer-Connected Technology;

   2.1.2. the availability, suitability, security, performance, operation, maintenance, and interoperability of Customer-Connected Technology, including any vulnerabilities, misconfigurations, or failures originating from Customer-Connected Technology;

   2.1.3. ensuring Customer has all necessary rights, licenses, and consents to connect such Customer-Connected Technology to Coworker and to permit the exchange of Customer Data between them; and

   2.1.4. actions, data loss, modification, downstream effects or business impacts resulting from Customer-Connected Technology.

   Adobe reserves the right to restrict, suspend, or disable any connection between Coworker and Customer-Connected Technology that Adobe reasonably believes poses a security risk, violates applicable law, or breaches the Agreement, with notice to Customer where practicable.

   2.2. Customer Agentic AI. Customer may access and use Coworker through Customer Agentic AI, subject to the Agreement (including applicable Documentation). Any access to or use of Coworker by Customer Agentic AI is deemed access to and use by Customer for all purposes under the Agreement, including consumption and usage limitations, applicable fees, data processing, compliance obligations, and Customer's responsibilities and liability.

3. **Customer Customizations.**

   3.1. Customer Customizations and License. Notwithstanding Section 4.3(D) of the General Terms, Customer may modify and customize Adobe Agentic Assets solely for Customer's internal use in connection with Coworker and subject to the terms of this Agreement. Such modifications and customizations are "Customer Customizations." Customer may use Customer Customizations only in connection with Coworker to the extent they incorporate, reference, or depend on Adobe Technology, unless otherwise

expressly authorized by Adobe. Customer may not use, distribute, sublicense, commercialize, or otherwise make Adobe Technology available independently of Coworker.

3.2. Ownership and Right to Use. As between Adobe and Customer, Customer owns Customer Customizations, excluding any Adobe Technology incorporated therein. Customer's ownership of Customer Customizations does not grant Customer any ownership interest in, or rights to use except as expressly provided under this Agreement, any Adobe Technology, including Adobe Agentic Assets.

3.3. Adobe Permitted Use. Customer grants Adobe the same rights to use Customer Customizations as Customer grants Adobe with respect to Customer Data under the Agreement.

3.4. Customer Responsibilities. Customer is solely responsible for testing, validating, and securing Customer Customizations before deploying them in production. Adobe is not responsible for failures in the operation or security of Coworker resulting from Customer Customizations or Customer's failure to appropriately test, validate, or secure such Customer Customizations.

3.5. Independent Development. Customer acknowledges that Adobe may independently develop, acquire, license, or offer technology, features, functionality, workflows, skills, or other materials that are similar to Customer Customizations, provided Adobe does not use Customer Customizations except as expressly permitted under this Agreement.

4. Pre-release Technology. Pre-Release Features are provided solely for evaluation purposes and are provided "AS IS" and "AS AVAILABLE" without any warranties, representations, service commitments or support obligations. Pre-Release Features may contain errors, defects, bugs, security vulnerabilities or inaccuracies. Adobe may modify, suspend, discontinue, remove or decline to make generally available any Pre-Release Feature at any time, with or without notice, and has no obligation to commercialize any Pre-Release Feature. Pre-Release Features are Confidential Information of Adobe and are not Indemnified Technology for purposes of the Agreement. Notwithstanding anything to the contrary, Adobe will have no indemnification or other liability arising from or relating to any Pre-Release Feature or any Output generated by a Pre-Release Feature. Customer assumes all risks associated with its use of Pre-Release Features and remains solely responsible for evaluating any Output generated by a Pre-Release Feature. Customer hereby assigns to Adobe all right, title, and interest in and to any feedback, suggestions, recommendations, improvements, ideas, or other information provided by Customer relating to the Pre-Release Features or information that Adobe collects on User's interactions with the Pre-Release Features, including all intellectual property rights therein. Additional terms regarding Pre-Release Features may be specified in the user interface or Documentation.

5. Definitions.

5.1. "Adobe Agentic Assets" means the subset of Adobe Technology that Adobe expressly designates as available for Customer customization within Coworker.

5.2. "Adobe Technology" has the meaning set forth in the General Terms and, without limiting that definition, includes any skills, tools, workflows, projects, plugins, agents, configurations, code, markup, templates, and other related agentic technology made available by Adobe for use with Coworker.

5.3. "Customer Agentic AI" means Customer-Connected Technology that uses artificial intelligence to initiate or perform tasks or workflows on Customer's behalf.

5.4. "Customer-Connected Technology" means Customer's or a third party's applications, models, services, infrastructure, or other technologies that Customer connects to, incorporates into, or enables to interoperate with Coworker through APIs, connectors, protocols, or other integration mechanisms.

5.5. "Pre-Release Features" means features or functionality of Coworker that Adobe designates as "beta," "labs," "alpha," "early access," "experimental," "test," or by another similar designation, including in the user interface or Documentation.