SERVICE LEVEL EXHIBIT

1. SPECIFIC TERMS

1.1 **General**. This is an exhibit to the Services Level Agreement and terms that are not defined herein are defined in the Agreement.

1.2 **Covered Services**. Covered Service(s) means the Adobe Experience Manager as a Cloud Service offering(s) licensed by Customer.

1.3 **Availability of the Covered Services: Publish Tier for the Production Environment.**

A. Available / Availability means when Adobe's or its third-party monitoring services indicate that the Production Environment is capable of receiving, processing, and responding to requests.

B. Minimum Uptime Percentage: 99.9%

C. Service Credits:

Uptime Percentage:	Service Credit %:
≥ 99.5% but < 99.9%	5% of Monthly Fees
≥ 95.0% but < 99.5%	10% of Monthly Fees
≥ 90.0% but < 95.0%	15% of Monthly Fees
<90.0%	25% of Monthly Fees

1.4 **Availability of the Covered Services: Author Tier for the Production Environment.**

A. Available / Availability means when Adobe's or its third-party monitoring services indicate that the Production Environment is capable of receiving, processing, and responding to requests.

B. Minimum Uptime Percentage: 99.9%

C. Service Credits:

Uptime Percentage:	Service Credit %:
≥ 99.5% but < 99.9%	5% of Monthly Fees
≥ 95.0% but < 99.5%	10% of Monthly Fees
≥ 90.0% but < 95.0%	15% of Monthly Fees
<90.0%	25% of Monthly Fees

1.5 **Notification Process.**

A. **Maintenance Notification Process for Section 2.** Adobe posts notices regarding maintenance and other outages at status.adobe.com. Customer can subscribe to receive notices of maintenance and other outages through status.adobe.com via the "Manage subscriptions" functionality.

B. **Notification Process for Section 3.1.** Customer should notify its Adobe Account Manager and/or Customer Success Manager in writing (e.g. email message or ticket logged through Customer Care) if it has experienced a service disruption it believes is in violation of the terms of this SLA.

1.6 Definitions.

A. **Author Tier** means the author instance(s) and front-end load balancer.

B. **Publish Tier** means the publish instance(s) and dispatcher instance(s) and front-end load balancer.