



SERVICE LEVEL EXHIBIT

SERVICE LEVEL EXHIBIT – AEM Mobile On-demand Services (Effective 1 February 2016)

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 Services means the On-demand Services component of AEM Mobile.

1.3 **Service Availability Credits.**

A. Availability of the Covered Services means when Adobe or its third-party monitoring services indicate that Customer is able to upload Customer Content, complete its AEM Mobile On-demand Services production work, publish the Customer Content, and distribute it to end users.

B. Minimum Uptime Percentage: 99.0%.

C. Service Credits

<u>Uptime Percentage:</u>	<u>Service Credit %:</u>
≥ 95.0% but < 99.0%	10% of Monthly Fees
≥ 90.0% but < 95.0%	15% of Monthly Fees
< 90.0%	25% of Monthly Fees

1.4 **Notification Processes**

A. Maintenance Notification Process for Section 2: Adobe will notify Customer of maintenance outages by sending a notice to the email address provided by Customer to Adobe for this purpose, via the AEM Mobile On-demand Services Portal, or at status.publish.adobe.com (or other URL provided by Adobe). To update Customer's contact email address, Customer must contact its Adobe account manager. Requests take at least three business days to process.

B. Notification Process for Section 3.1: Customer must notify its Adobe account manager.

1.5 **Additional Excluded Minutes.**

A. Problems due to operation under a disaster recovery plan (provided that Adobe has complied with its material obligations with respect thereto), or provision of Adobe Analytics Essentials for AEM Mobile On-demand Services.