



# SERVICE LEVEL EXHIBIT

SERVICE LEVEL EXHIBIT – Adobe Social

(Updated 2 May 2016)

## 1. SPECIFIC TERMS

1.1 **Covered Services.** Covered Services means the Adobe Social On-demand Services.

1.2 **Availability.** Available / Availability of the Covered Services means when Adobe's or its third-party monitoring services indicate that the Customer has access to the online reporting interface for the Covered Services.

1.3 **Minimum Uptime Percentage.** The Minimum Uptime Percentage for the Covered Services is 99.5%

1.4 **Service Credits.**

Uptime Percentage:

≥ 99.2% but < 99.5%

≥ 99.0% but < 99.2%

<99.0%

Service Credit %:

10% of Monthly Fees

15% of Monthly Fees

25% of Monthly Fees

1.5 **Notification Processes.** In the event that Customer experiences a problem(s) with respect to the Covered Service, Customer may utilize the customer support portal or notify the Adobe Client Care team via email at [clientcare@adobe.com](mailto:clientcare@adobe.com), via telephone at 1-800-497-0335, or via the web portal at <https://customers.omniture.com/login.php>. Such notification of the problem must include a clearly written description of the problem(s) and any steps that Customer can reasonably identify that would allow Adobe to replicate the problem(s). The problem shall be promptly logged upon Adobe's receipt of clear notification of the problem.