



SERVICE LEVEL EXHIBIT – Adobe Connect (Effective 9 March 2015)

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 Adobe Connect On-demand Services.
- 1.3 **Availability.** Available / Availability of the Covered Services means when Adobe’s or its third-party monitoring services indicate that Customer is able to interact with attendees via Adobe Connect Meetings, Adobe Connect Webinar, Adobe Connect eLearning or Adobe Connect Webcast.
- 1.4 **Minimum Uptime Percentage.** The Minimum Uptime Percentage for the Covered Services is 99.9%.
- 1.5 **Service Credits.** Service Credits will be provided in the form of an extension to the Customer’s License Term for the Covered Services as follows:

<u>Uptime Percentage:</u>	<u>Service Credit:</u>
≥ 95.0% but < 99.9%	1 day
≥ 90.0% but < 95.0%	2 days
<90.0%	3 days

- 1.6 **Notification Process.**
- A. Maintenance Notification Process for Section 2: The Covered Services will provide in-application notification of Maintenance at least 14 calendar days in advance of such Maintenance.
- B. Notification Process for Section 3.1: Customer must notify its Adobe representative, or contact Connect Support at <http://helpx.adobe.com/adobe-connect/connect-support.html>.