



EXHIBIT FOR MANAGED SERVICES (2013V3)

This Exhibit for Managed Services, in addition to the General Terms, the OnDemand Exhibit, and any applicable PDM, applies to any Managed Services offering licensed by Customer.

1. Definitions

- 1.1 **“CAB”** means the Change Advisory Board, a panel of Adobe employees who must approve any changes requested by Customer and/or the Development Partner to the Managed Services in the Production Phase.
- 1.2 **“Customer Customizations”** means the customizations made to the Managed Services by Customer and/or the Development Partner during the Development Phase and Staging Phase.
- 1.3 **“Customer Error Incident”** means any Managed Services unavailability resulting from Customer’s applications, Customer Content, or Customer’s equipment, or the acts or omissions of any user of the Managed Services or any agent hired by Customer to implement or maintain the Managed Services including the Development Partner.
- 1.4 **“Development Partner”** means a systems integrator who has rights to access and customize the Managed Services as a result of such party’s relationship with or connection to Customer. Development Partners include Customer’s employees or third party service providers.
- 1.5 **“Guidelines”** mean the “Guidelines for Customizing Environments” document which will be provided by Adobe to Customer at the beginning of the Development Phase and to which Adobe may make changes from time to time.
- 1.6 **“Managed Services”** means the Adobe Product or Service licensed by the Customer and identified as being delivered as a Managed Service.
- 1.7 **“Planned Scheduled Maintenance”** means any maintenance performed on the Managed Services during Adobe’s standard maintenance windows, currently (as of the Effective Date) occurring between 8:00pm Pacific Time and 12:00am (midnight) Pacific Time each Friday or at such other time as identified in the applicable Runbook.
- 1.8 **“Runbook”** means a document written by Customer and/or the Development Partner that provides Adobe with a list of the Customer Customizations and configurations Customer and/or the Development Partner made to the Managed Services, as further described in the section entitled “Runbook” and in any sample provided by Adobe to Customer from time to time, which such list is intended to assist Adobe in running and supporting the Managed Services in the Production Phase.
- 1.9 **“Service Availability”** means the percentage obtained by dividing the number of minutes the Managed Services in the Production Phase is capable of receiving, processing, and responding to requests, during the applicable month by the number of total minutes in the applicable month, excluding in all cases Planned Scheduled Maintenance, Scheduled Maintenance, Customer Error Incidents, and any event described in the Force Majeure section of the General Terms.
- 1.10 **“Service Availability Objective”** means Service Availability of 99.9% as measured on a monthly basis.

2. Use of Managed Services

- 2.1 **Access to OS.** All Managed Services include the updates and upgrades that are released to the general Adobe customer base during the License Term. Customer may not attempt to interact with the operating system underlying the Managed Services.
- 2.2 **Sensitive Personal Information.** Notwithstanding any section relating to Sensitive Personal Information in the Exhibit for OnDemand Services, Customer may use the Managed Services to collect, process, or store medical or health information if and only if Customer receives prior consent from Adobe and executes applicable business associate agreements with Adobe.

2.3 **Development Partners.** Customer may appoint Development Partners, subject to following limitations and restrictions:

- (A) Customer may provide the appointed Development Partners access to the Managed Services, including User logins and passwords, solely for the internal business purposes of Customer and related to Customer's use of the Managed Services in support of the Customer Site(s).
- (B) Prior to providing the Development Partner with access to the Managed Services, Customer will enter into a confidentiality agreement with the Development Partners at least as protective as the confidentiality terms in this Agreement.
- (C) If, during the term of this Agreement, Customer learns that the Development Partner is, has become, or plans on becoming a direct competitor of Adobe for the Managed Services purchased herein, then Customer will immediately terminate the Development Partner's access to the Managed Services and any other Confidential Information of Adobe.
- (D) Customer is responsible for ensuring the Development Partners compliance with all terms and conditions of this Agreement, as applicable, and will remain liable for any acts or omissions of the Development Partners which results in a breach or violation of this Agreement, including indemnifying Adobe for any and all third party claims arising from such acts or omissions of Development Partner without limitation.
- (E) Adobe may deny access to any Development Partner it deems is adversely impacting the Managed Services or users of the Managed Services.

2.4 **Storage, Backup, and Network I/O Limitations**

(A) **Storage**

- (1) Adobe stores all long term Customer Content, Sensitive Personal Information, and related operational data on mechanisms external to the virtual machines supporting the Customer system.
- (2) Adobe encrypts all Customer Content, Personal Data and related operational data stored outside the virtual machine at a standard of no less than AES-256.

(B) **Backup**

- (1) Adobe backs-up all long term Customer Content, Sensitive Personal Information, and related operational data such that Adobe can make a rapid recovery of the Services in the event of a loss of the primary data within a system.
- (2) Adobe encrypts all backups at the same standard or better as set forth above for long term storage. All backed-up material will, after encryption, be distributed across multiple data centers within a given cloud region to allow for recovery within these data centers in the event of the loss of function of the primary data center.
- (3) All backups will be taken at a frequency specified by the Customer in the Customer's Runbook, or daily if no specification is made.
- (4) Adobe will retain all backups for a period specified in the Customer's Runbook, or for one week if no specification is made. Adobe may delete and overwrite all backup files from media seven days after the end of the retention period unless Adobe is otherwise requested to retain these files, in writing, by Customer or law enforcement.

(C) **Limitations**

- (1) **Production Phase Deployment.** Customer is limited to the following total aggregate capacity across all Production Phase deployments of the Managed Services:
 - (a) Storage: Customer is limited to a total combined storage at any one time, for all active data, of 250 gigabytes per Managed Services deployment. In the event the Customer exceeds the aggregate limit, Customer will be billed for any overage at the then-current Adobe list price.
 - (b) Network I/O: Customer is limited to a total combined input and output traffic, to and from the given cloud region, of 500 gigabytes per month. There is no limit on the transmission of information which does not depart the regional cloud and is instead terminated at another server on the cloud. In the event the Customer exceeds the aggregate limit, Customer will be billed for any overage at the then-current Adobe list price.

- (c) **Backup:** Customer is limited to a total combined backup space of one terabyte per Production Phase Managed Services deployment. In the event the Customer exceeds the aggregate limit, Customer will be billed for any overage at the then-current Adobe list price. The total storage for purposes of the limits set forth in the sections 2.4(C)(1)(a) (Storage) and 2.4(C)(1)(b) (Network I/O Limitations) will be the size of Customer's then-current files stored outside of the virtual machine as described above, plus the total size of all back up files being retained under the Customer Runbook specifications or under the default Adobe terms if no specification is made.
- (2) **Non-Production Deployment.** Customer is limited to the following total aggregate capacity across all Non-Production Phase deployments of the Managed Services:
- (a) **Storage:** Customer is limited to a total combined storage at any one time, for all active data, of 50 gigabytes per Managed Services deployment. In the event the Customer exceeds the aggregate limit, Customer will be billed for any overage at the then-current Adobe list price.
 - (b) **Network I/O:** Customer is limited to a total combined input and output traffic, to and from the given cloud region, of 500 gigabytes per month. There is no limit on the transmission of information which does not depart the regional cloud and is instead terminated at another server on the cloud. In the event the Customer exceeds the aggregate limit, Customer will be billed for any overage at the then-current Adobe list price.
 - (c) **Backup:** Customer will not receive backup space for non-production deployments. In the event the Customer requires storage space for a non-production deployment, Customer will be billed at the then-current Adobe list price.

2.5 **Use Phases.** Customer may use the Managed Services in the following phases, which are listed as follows in chronological order: Development Phase, Staging Phase, Transition Phase, and Production Phase. These phases may occur in succession as many times as necessary throughout the License Term.

- (A) **Development Phase.** The period of time during which Customer may customize and test the components and features of the Managed Services for the purpose of evaluating potential configurations of the Managed Services, per the guidelines set forth in the Guidelines. The Development Phase begins on or after the Start Date identified in the Sales Order.
- (B) **Staging Phase.** The period of time during which a Customer may conduct quality testing of the Managed Services configuration created by Customer during the Development Phase. Testing conducted during the Staging Phase may include bug elimination, simulations, and integration with other Customer systems, and any customizations made to the Managed Services during the Staging Phase must comply with the Guidelines.
- (C) **Transition Phase.** The period of time before the Production Phase in which Customer creates the Runbook and obtains Adobe's written approval of such Runbook.
 - (1) Prior to Customer utilizing the Managed Services for the Production Phase, Customer will:
 - (a) create a Runbook and provide such Runbook to Adobe for review;
 - (b) obtain Adobe's written approval of such Runbook; and
 - (c) Customer will be responsible for the completeness and accuracy of the Runbook, including the listing of all Customer Customizations in such Runbook.
 - (2) During the Transition Phase, Adobe will not be responsible for:
 - (a) Any defect or failure in the Managed Services caused by the Customer Customizations.
 - (b) Any failure of the Managed Services or inability of Adobe to provide support for the Managed Services caused or related to Customer's failure to accurately list all Customer Customizations or configurations in the Runbook as required under this section regarding the Transition Phase or any errors or omissions in the Runbook.
 - (c) Any claims by any third party arising out of any Customer Customization, and Customer will defend and indemnify Adobe against any such claims.
 - (3) Adobe is relieved of its obligation to meet the Service Availability Objective if Customer
 - (a) does not create a Runbook;

- (b) fails to keep its Runbook current and updated; or
- (c) does not maintain an appointed Development Partner for the duration of the License Term.

(D) Production Phase.

- (1) Customer may not make customizations to the Managed Services during the Production Phase. If Customer desires to make any customizations to the Managed Services once the Managed Services is in the Production Phase, the following will apply:
 - (a) Customer will request that Adobe launch a cloned staging server, implement such customizations and request that such customizations be reviewed and approved by the CAB.
 - (b) The Managed Services will then revert back to the Staging Phase (and eventually move on to the Transition Phase and Production Phase) in connection with such customizations on such cloned server.
 - (c) Adobe will continue to simultaneously run the Managed Services in the Production Phase while such customizations are in the Staging Phase and Transition Phase.
- (2) Adobe will be responsible for providing support solely to Customer's Technical Support Contacts, pursuant to the terms of the section regarding Support in this exhibit.

2.6 Customer Content Transition or Deletion. Notwithstanding anything set forth to the contrary herein, upon Customer's request, Adobe will use commercially reasonable efforts to assist Customer in transitioning all Customer Content and personal information off of the Managed Services. Such transition must:

- (A) be completed before the effective date of termination of this Agreement; and
- (B) not exceed any Customer Content transition limits imposed by Adobe. Adobe reserves the right to delete any data files associated with Customer Content, personal information, or Customer's use of the Managed Services upon termination of the Managed Services or termination of this Agreement.

2.7 Other Adobe Online Services Provided by Adobe. The Managed Services may facilitate Customer's access to content and various services that are hosted on websites maintained by Adobe or its affiliates ("Adobe Online Services"). Examples of such Adobe Online Services might include, but are not limited to: AEM Package Share, Adobe Marketing Cloud, Acrobat.com, Search for Help, and product Welcome Screens. In some cases an Adobe Online Service might appear as a feature or extension within the Managed Services even though it is hosted on a website. Access to an Adobe Online Service may require Customer to activate the Adobe Online Services, obtain an Adobe ID, consent to additional Terms of Use, or may require a separate fee in order to access such Adobe Online Services. Adobe Online Services might not be available in all languages or to residents of all countries and Adobe may, at any time and for any reason, modify or discontinue the availability of any Adobe Online Service. Adobe also reserves the right to begin charging a fee for access to or use of an Adobe Online Service that was previously offered at no charge.

2.8 Termination or Suspension of Managed Services. Notwithstanding anything set forth in the Agreement, if Adobe determines, in its sole judgment, that Customer's deployment of the Managed Services contains a material risk to the security of Adobe, any customer of Adobe, or to the continued normal operation of other Adobe customers, then Adobe may at any time, upon written notice to Customer, immediately terminate or suspend Customer's access, in whole or in part, to the Managed Services, until such risk is resolved. Adobe will use commercially reasonable efforts to mitigate any such security or operational risk prior to suspension or termination and only will look to such efforts as a final option to avoid such risks. Further, Adobe may terminate or suspend Customer's access, in whole or in part, to the Managed Services, if Adobe deems, in its sole judgment, that such termination or suspension is necessary to protect Adobe from liability. Upon termination of the Managed Service, Adobe may delete any data files associated with Customer Content, Personal Data, or Customer's use of the Managed Service.

3. Service Level Agreement. Adobe's objective is to make commercially reasonable efforts to meet the Service Availability Objective. Adobe may perform maintenance on some or all of the Managed Services in order to upgrade hardware or software that operates or supports the Managed Services, implement security measures, or address any other issues it deems appropriate for the continued operation of the Managed Services.

3.1 Remedy for Failure to Achieve Service Availability Objective.

- (A) At Customer's request, Adobe will calculate Customer's Service Availability during a given calendar month. In the event that the Service Availability Objective was not met in a given calendar month, then for each day in such month that the duration of the Managed Services unavailability exceeds one continuous hour, Customer is entitled to receive a one day Managed Services credit, subject to this Agreement.
- (B) For purposes of calculating the Service Availability Objective, Adobe will only consider the Managed Services unavailable if Customer opened a trouble ticket relating to the Managed Services unavailability with the Adobe customer support department within three business days of the Managed Services unavailability.
- (C) To obtain a credit for Adobe's failure to meet the Service Availability Objective, Customer must request such credit in writing no later than the calendar month following the month of the Managed Services unavailability giving rise to Customer's credit request. In the event of a conflict between the data in Customer's records and Adobe's records, the data in Adobe's records will prevail.
- (D) Any Managed Services credit due hereunder will be applied to Customer's account at the conclusion of the then current License Term.
- (E) The Managed Services credit offered in this section regarding remedies for failure to achieve the Service Availability Objective will be Customer's sole and exclusive remedy for any failure of the Managed Services or any failure of Adobe to meet the Service Availability Objective. Any unused Managed Services credits will expire upon termination of this Agreement.

4. Support Services

- 4.1 **Technical Support Contacts.** Adobe will provide Customer technical support to a maximum of 3 named Customer technical support contacts ("**Customer's Technical Support Contacts**") only.
- 4.2 **Customer Success Manager.** During the Development Phase, Staging Phase, and Transition Phase, Adobe will make available a resource who may answer questions from Customer's Technical Support Contacts ("**Customer Success Manager**"). Such Customer Success Manager will be available from 9am – 5pm Pacific Standard Time and Adobe provides no specific response times in association with such Customer Success Manager. All priority issues should be submitted pursuant to the Adobe Response Services described below.
- 4.3 **Adobe Response Services.** Adobe will provide prioritized, toll-free support services for the Managed Services, to be accessed by Customer's Technical Support Contacts 24 hours a day, 7 days a week, 365 days a year (each such request a "**Managed Services Request**") according to the Response Times described below.
 - (A) **Response Times.** The Customer must identify the priority level – accurate prioritization of the technical issue is critical to Adobe resolution of issue. The following guidelines should be used by Customer to identify the appropriate priority level.
 - (1) **Priority 1: CRITICAL – 1 hour.** The problem results in extremely serious interruptions to a production system.
 - (a) Priority identification:
 - (i) During Production Phase, the problem results in extremely serious interruptions to the Managed Services or during Staging Phase, serious interruptions in connection with user acceptance testing or training (collectively, "**Priority 1 Phase**"). Tasks that should be executed immediately cannot be executed because of a complete crash of the Managed Services or interruptions in main functions of the Managed Services in the Priority 1 Phase.
 - (ii) Data integrity is compromised and the service request requires immediate processing as the issue can result in financial losses.
 - (iii) Problem has affected, or could affect, the entire user community.
 - (b) Customer Action: The Customer must call Adobe Customer Support for all critical Priority 1 issues and Customer's Technical Support Contact must be available to work with the Adobe Technical Support team while Adobe resolves Customer's issue.

- (c) Adobe Response Time: 1 hour.
- (2) **Priority 2: URGENT - 2 hours.** The problem results in serious interruptions to normal operations, will negatively impact the Managed Services installation, urgent deadlines or at risk.
 - (a) Priority identification:
 - (i) Processing can still continue in a restricted manner but data integrity may be at risk and the service request requires timely processing because the malfunction could cause serious interruptions to critical processes or negatively impact business.
 - (ii) During Staging Phase, the problem hinders deployment of an enterprise installation.
 - (b) Customer Action: Customer's Technical Support Contact must be available to work with the Adobe Technical Support team while Adobe resolves Customer's issue.
 - (c) Adobe Response Time: 2 hours.
- (3) **Priority 3: IMPORTANT – 4 hours.** The problem causes interruptions in normal operations.
 - (a) Priority identification:
 - (i) During either the Production Phase or the Staging Phase, the problem does not prevent operation of the Managed Services in either the Production Phase or the Staging Phase but there could be minor degradation in performance.
 - (ii) During the Production Phase, the error is attributed to malfunctioning or incorrect behavior of the Managed Services.
 - (b) Customer Action: Customer's Technical Support Contact must be available to work with the Adobe Technical Support team while Adobe resolves Customer's issue.
 - (c) Adobe Response Time: 4 hours.
- (4) **Priority 4: MINOR – 1 business day.** The problem results in minimal or no interruptions to normal operations (no business impact).
 - (a) Priority identification: The issue consists of "how to" questions including issues related to APIs and integration, installation and configuration inquiries, enhancement requests, or documentation questions.
 - (b) Adobe Response Time: 1 business day.

(B) Response Procedure

- (1) **Adobe acknowledgement of Managed Services Request.** Adobe will undertake reasonable efforts to acknowledge receipt of a Managed Services Request from Customer's Technical Support Contact within the Response Time. The acknowledgment will generally be via the same medium of communication by which the Managed Services Request was reported and will provide a short status report to Customer within a reasonable time; and
- (2) **Adobe Resolution.** Adobe will provide resolutions as required to correct Managed Services malfunctions in order to bring the Adobe provided portion of the Managed Services into substantial conformity with applicable documentation.
 - (a) If Managed Services Request relates to a problem in the usage of the Managed Services, Customer will provide Adobe with sufficient access and detail to permit Adobe to understand and reproduce the problem.
 - (b) Adobe will use reasonable efforts to diagnose the problem and if it is mutually determined by Customer and Adobe that the problem represents an error in the Managed Services that causes it to not operate in substantial conformity with applicable documentation, Adobe will use commercially reasonable efforts to provide a remedy to the Customer, which may include eliminating the defect, providing updates, or demonstrating how to avoid the effects of the defect with reasonable commercial effort. The remedy may also include error corrections, patches, bug fixes, workarounds (i.e. temporary solutions) used to complete a task that would not otherwise be possible due to a problem or limitation in the Managed Services, replacement deliveries or any other type of software or documentation corrections or modifications. Each party acknowledges that despite a party's reasonable efforts, not all problems may be solvable.

(c) In addition, Adobe may, at its sole discretion and from time to time, implement fix releases.

(3) **Processing Time.** The processing time for Adobe starts from the date and time when Adobe acknowledges receipt of a Managed Services Request. If the Managed Services Request cannot be solved within a commercially reasonable timeframe, the Managed Services Request may be escalated within the Adobe organization.

4.4 **Online Support.** Customer will have unlimited secure access to Adobe's on-line support facility on Adobe's web site at www.adobe.com.

4.5 **eSupport.** Customer will have access to Adobe's eSupport services via remote computer access. Should Customer choose to access such services, Customer hereby grants permission to Adobe to remotely access the Managed Services from an external computer controlled by Adobe, including any and all of Customer's systems on which the Managed Services depends, for the sole purpose of providing Support Managed Services to Customer.

4.6 **Right to Modify Adobe Response Services.** Adobe reserves the right to alter the Adobe Response Services, from time to time, using reasonable discretion but in no event may such alterations result in: (i) diminished support from the level of support set forth herein; (ii) materially diminished obligations for Adobe; or (iii) materially diminished rights of Customer. Adobe will provide Customer with sixty (60) days prior written notice of any material changes to the Adobe Response Services contemplated herein.

4.7 **Customer Success Manager.** During the Development Phase, Staging Phase, and Transition Phase, Adobe will make available a resource who may answer questions from those support contacts from Customer's Technical Support Contacts ("**Customer Success Manager**"). Such Customer Success Manager will be available from 9am – 5pm Pacific Standard Time and Adobe provides no service level or availability level in association with such Customer Success Manager.

5. Updates and Upgrades

5.1 **Standard Upgrades.** During the License Term, all Managed Services include the updates and upgrades that are released to the general Adobe customer base.

(A) **Types of Upgrades.** From time to time during the License Term, Adobe may implement upgrades to the Managed Services. Such upgrades may include a Customer-specific upgrade, an emergency upgrade necessary for the security of the Managed Services or to address issues causing Adobe not to meet the Service Availability Objective (each an "**Emergency Upgrade**"), a minor upgrade (i.e., a maintenance release or a new minor version change to the Managed Services for purposes including but not limited to, error correction), or a major upgrade (i.e., a new version of the Managed Services).

(B) **Upgrade Events Sequence.** Adobe will make all reasonable efforts to first install all upgrades on a server in the Staging Phase at a mutually agreed upon time described in section 5.1(C) (Upgrade Timing) below. Once Adobe performs such installation, Customer (or its Development Partner) will work with Adobe to test the upgrade's implementation in a timely fashion and will notify their Adobe contacts, as listed in the Runbook, of the success or failure of such testing. In the event of successful test results, Adobe will install the upgrade on server(s) in the Production Phase on a schedule described in section 5.1(C) (Upgrade Timing) below. In the event of the failure of the upgrade, Adobe will take corrective action if the issue is due to issues with Adobe's software. If the issue is with Customizations, Adobe will take reasonable steps to support Customer (or its Development Partner) in Customer's efforts to make adjustment to the code underlying the Customizations. Upon successful resolution of any such issues, Adobe will install the upgrade on the Production Phase server(s) as described above. A Customer may elect to defer or decline any such upgrade (excluding Emergency Upgrades) as set forth in section 5.1(D) (Upgrade Deferrals) below.

(C) **Upgrade Timing.** Emergency Upgrades will be implemented by Adobe as needed. All other upgrades will be implemented by Adobe throughout the License Term upon prior written notice to Customer as specified in the Runbook. Adobe will notify Customer, with as much lead time as possible, of the availability of such upgrades. After Adobe provides such notification, Adobe will work with the Customer to determine a mutually agreed upon time to provide a Staging Phase system for the Customer to start testing the upgrade. Unless Adobe agrees in writing to a longer test period, Customer must finish its testing within 5 business days after Adobe makes the upgraded Managed Services available. In the event that the Customer notifies Adobe that the tests on the Staging Phase

system have passed, Adobe will work with the Customer to determine a mutually agreed upon Maintenance Window or other time period to implement the upgrade.

(D) **Upgrade Deferrals.** A Customer may elect to defer or decline any upgrade (excluding Emergency Upgrades). In the event that Customer elects to defer or decline an upgrade that is required to maintain the Managed Services within at least one major upgrade of the then-current, generally commercially available version of the Adobe Connect Hosted Managed Services (each a “**Support Upgrade**”) for any reason (including but not limited to, unwillingness to accept the Support Upgrade or unwillingness to make Customizations that enable the Managed Services to become compatible with a Support Upgrade), Customer agrees to pay Adobe an additional Extended Operations Uplift Fee calculated as an additional Fifty Percent (50%) increase to any fees incurred after the effective date of Customer’s deferral or declining of the Support Upgrade. Notwithstanding the foregoing, Customer is not obligated to pay to Adobe any such Extended Operations Uplift Fees if Customer is willing to install the Support Upgrade, but an action by Adobe causes such Support Upgrade to fail to be backward compatible with the then-current version of the Managed Services; however, Customer will work with Adobe to install the applicable Support Upgrade within a reasonable period of time.

5.2 **Emergency Upgrades.** Notwithstanding anything to the contrary herein, Customer must accept all Emergency Upgrades.

6. **Runbook.** Customer’s Runbook must, at a minimum, include the subject matters listed below in the format provided by Adobe. Customer must promptly update the Runbook each time it or its Development Partner creates new Customer Customizations that are accepted by Adobe for use in the Production Phase. Adobe may, in its sole discretion, from time to time during the License Term, change or modify the subject matters required to be included in the Runbook, and Customer will promptly update its Runbook to include such new subject matters. Customer and/or its Development Partner will immediately update the Runbook upon any Adobe request.

6.1 **Runbook table:**

Runbook Subject Matter	Description
System Configuration	<p>The Guidelines prohibits Customer and/or the Development Partner from applying patches to the Managed Services. If Customer and/or the Development Partner apply any patches to the Managed Services, however, Customer will describe such patches.</p> <p>Adobe will provide to Customer and/or the Development Partner information regarding the Managed Services, and Customer and/or Development Partner will verify and state whether this information is correct and utilized.</p>
Customizations	<p>A list of all customizations Customer or Development Partner made to the Managed Services.</p> <p>A list of all software installed by Customer or Development Partner in connection with the Managed Services. A description of the functionality of and bugs included in such software.</p> <p>A list of all Adobe LiveCycle ReaderExtensions credentials or PKI certificates applied to the Managed Services by Customer or Development Partner.</p> <p>Whether Customer would like Adobe to follow a backup schedule for Customer’s implementation of the Managed Services that is different from the backup schedule that Adobe generally follows.</p>
System Monitoring	<p>A list of any connections between the Managed Services and any other systems on which the Managed Services is dependent.</p> <p>A list of parameters for such connections that should be monitored by Adobe to ensure functioning of the Managed Services.</p> <p>A list of parameters associated with any Customer Customizations that should be monitored by Adobe to ensure functioning of the service.</p>
User Acceptance Testing Documentation	<p>Describe the load testing scenarios conducted by Customer or Development Partner.</p> <p>Describe the User Acceptance Testing scenarios conducted by the Customer or Development Partner.</p>

Runbook Subject Matter	Description
	Describe the positive and negative outcomes of such testing.
Post Production CAB	Describe the changes to the Managed Services in the Production Phase made by Adobe and approved by the CAB as a result of change requests made by Customer and/or Development Partner.
Events and Responses	<p>List all known weaknesses in the Customer Customizations to the Managed Services.</p> <p>Recommend actions to be taken by Adobe when providing support for the Managed Services.</p> <p>Include the following information, at a minimum:</p> <ul style="list-style-type: none"> • All log files created by Customer or Development Partner; • all information source or recipient repositories; • all data bases and other info storage occurring in the Managed Services; • any encryption models implemented in the Managed Services; • all communications with any upstream data sources, including forms; • any additional executables/WAR Files added to the Managed Services; • all information required for their long-term administration; and • the most common failure modes and recommendations for recovery from such failures.
Contacts and Contracts	<p>Specify a Customer contact who Adobe should notify if the system goes down.</p> <p>Specify a Customer resource who has technical knowledge of the Managed Services and who can answer questions from Adobe.</p> <p>Specify any links between Customer's IT gate keeper for the Managed Services and other Customer systems (e.g., LDAP, data repositories, etc.).</p> <p>Specify the Customer relationship manager for the Development Partner relationship.</p> <p>Specify the Development Partner contact who Adobe can contact in a support emergency.</p> <p>Specify the Development Partner contact for management escalation.</p> <p>Specify the Development Partner contact with whom Adobe will work to test upgrades to the Managed Services.</p> <p>Describe this Agreement between Customer and Development Partner. Include details on Development Partner's response time requirements and other special instructions from Customer regarding such response times.</p>