



# SERVICE LEVEL EXHIBIT

## Service Level Exhibit – Adobe Captivate Prime (Effective 1 February 2019)

### 1. Specific Terms

- 1.1 **General:** This is an exhibit to the Services Level Agreement and terms that are not defined here are defined in the Agreement
- 1.2 **Covered Services:** Covered Services means the Adobe Captivate Prime services.
- 1.3 **Availability:** Availability of the Covered Services means when Adobe's or its third-party monitoring services indicate that users in the customer's Captivate Prime account are able to login to the account, browse available trainings and consume any trainings.
- 1.4 **Minimum Uptime Percentage:** The Minimum uptime percentage for the Covered Services is 99.95%
- 1.5 **Service Credits.** Service Credits will be provided in the form of an extension to the Customer's licensing term for the Covered Services as below

Uptime Percentage	Service Credit
>=95.0% but <99.95%	1 day
>=90% but < 95%	2 days
<90%	3 days

### 1.6 Notification Process

- 1.6.1 Maintenance Notification Process for Section 2: The Covered Services will provide notification over email to the customer's one designated Administrator, at least 14 calendar days in advance of such Maintenance
- 1.6.2 Notification Process for Section 3.1: Customer must notify the allocated Captivate Prime customer success manager or contact support at [captivateprimesupport@adobe.com](mailto:captivateprimesupport@adobe.com)