

**Service Level Addendum – API
(effective 08 October 2021)**

1. **General.** This Service Level Addendum – API (“SLA API Addendum”) is governed by the terms of the General Terms, the applicable PSLT, the applicable Sales Order, and the Service Level Agreement – Adobe On-demand Services and Workfront.
2. **Conflict.** In the event of any inconsistency or conflict between this SLA Addendum and the Service Level Agreement – Adobe On-demand Services and Workfront, the terms of this SLA API Addendum will apply for the applicable Covered Service (as defined in this SLA API Addendum).
3. **Definitions.** For the purposes of this SLA API Addendum:
 - 3.1. **“Available or Availability”** means when Adobe’s or its third-party monitoring services indicate that Customer is able to use the Covered Service’s REST application programming interface(s) to write programs to manage or access the Covered Services.
 - 3.2. **“Covered Service”** for purposes of this SLA API Addendum, specifically means any or all of the following that Customer has licensed and paid for in an applicable Sales Order:
 - 3.2.1. Adobe Audience Manager (“AAM”);
 - 3.2.2. Adobe Experience Platform (“AEP”):
 - 3.2.2.1. AEP Activation;
 - 3.2.2.2. Attribution AI Intelligent Service;
 - 3.2.2.3. Collection Enterprise;
 - 3.2.2.4. Customer AI Intelligent Service;
 - 3.2.2.5. AEP Intelligence;
 - 3.2.2.6. Adobe Journey Optimizer;
 - 3.2.2.7. Offer Decisioning;
 - 3.2.2.8. Real-time Customer Data Platform; and,
 - 3.2.3. Adobe Primetime Authentication