1. **General.** This Service Level Addendum – Actionability ("SLA Actionability 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 Actionability Addendum and the Service Level Agreement – Adobe On-demand Services and Workfront, the terms of this SLA Actionability Addendum will apply for the applicable Covered Service (as defined in this SLA Actionability Addendum)**.**

3. **Definitions.** For the purposes of this SLA Actionability Addendum:

    3.1. "**Available or Availability**" means when Adobe's or its third-party monitoring services indicate that the Covered Service is operational enough to, as applicable, receive, process and respond to Requests.

    3.2. "**Covered Service**" for purposes of this SLA Actionability 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 Connect On-demand Services ("Connect");

    3.2.2. Adobe Experience Manager Assets Essentials ("Assets Essentials");

    3.2.3. Dynamic Media;

    3.2.4. Personalized Media;

    3.2.5. Adobe Primetime ("Primetime"):

    3.2.5.1. Primetime Ad Currency Optimization;

    3.2.5.2. Primetime Authentication;

    3.2.5.3. Primetime Concurrency Monitoring for MVPD;

    3.2.5.4. Primetime Concurrency Monitoring for Programmer Provider;

    3.2.5.5. Primetime Ad Insertion; and,

    3.2.6. Adobe Target ("Target")

    3.3. **"Origin Delivery Service"** means services managed by Adobe's worldwide data centers, which are used to deliver content not cached by the CDN.

    3.4. "**Requests**" for each of the following individual services means:

    3.4.1. Assets Essentials - ability to receive, process, and respond to requests related to supported file formats;

    3.4.2. Connect – requests from Customer to interact with attendees of Connect-hosted events;

    3.4.3. Primetime:

    3.4.3.1. Ad Currency Optimization – capacity to send Transmitted Data to a Targeting Platform;

    3.4.3.2. Authentication and Concurrency Monitoring – requests to: authenticate and authorize users; view or edit integrations; use the self-service dashboard; apply degradation; or access the reporting API; and

    3.4.3.3. Dynamic Ad Insertion – requests to receive, process, and respond to Customer Content playback and to Ad-related requests;

    3.4.4. Target – capacity to process, respond, and serve supported content delivery and reporting requests; and,

    3.4.5. Dynamic Media and Personalized Media – requests to the Origin Delivery Service or Adobe-bundled content delivery network (CDN) to receive, process, and serve content.