

**Service Level Addendum – Campaign Standard Actionability
(effective 1 October 2021)**

1. **General.** This Service Level Addendum – Campaign Standard Actionability (“SLA Campaign Addendum”) is governed by the terms of the General Terms, the applicable PSLT, the applicable Sales Order, and the Service Level Agreement – On-demand Services and Workfront.
2. **Service Credit Table.** For the purposes of this SLA Campaign Addendum, the following Service Credit Table will apply.

Uptime Percentage	Service Credit %
≥ 95.0% but < 99.5%	10% of Monthly Fees
≥ 90.0% but < 95.0%	15% of Monthly Fees
<90.0%	25% of Monthly Fees

3. **Conflict.** In the event of any inconsistency or conflict between this SLA Campaign Addendum and the Service Level Agreement – On-demand Services and Workfront., the terms of this SLA Addendum will apply for the applicable Covered Service (as defined in this SLA Campaign Addendum).
4. **Other.**
 - 4.1. **Excluded Minutes.** For purposes of Section 1.5(C) of the SLA, if the volume of emails (or volume of requests) made to the Covered Service by Customer spikes more than 50% over the average volume of the previous three months for two consecutive months, Customer will not be eligible for Service Credits, unless Customer and Adobe have a prior written agreement in place for Adobe to accommodate such spikes in demand.
 - 4.2. **Maintenance.** Notwithstanding anything to the contrary in the SLA, Adobe will use commercially reasonable efforts to schedule maintenance during hours other than during 9am-5pm in Customer’s Local Time Zone. “**Local Time Zone**” means the time zone in the city listed in this section for the address provided by Customer in the applicable Sales Order: (i) US addresses will use Mountain Time; (ii) EMEA addresses will use Paris Time; and, (iii) APAC addresses will use Noida Time.
5. **Definitions.** For the purposes of this SLA Campaign Addendum:
 - 5.1. “**Available or Availability**” means when Adobe’s or its third-party monitoring services indicate that Adobe servers can receive and respond to requests.
 - 5.2. “**Covered Service**” for purposes of this SLA Campaign Addendum means the Adobe Campaign Standard On-demand Services.