



## PSLT - Adobe Analytics: Managed Services (2017v1)

### Adobe Analytics: Managed Services offerings

1. **Pre-Production Phase.** During the Pre-Production Phase, Customer will: (a) create and provide a complete and accurate Runbook to Adobe for review and approval; (b) create and test Customer Customizations for the purpose of evaluating potential configurations of the Managed Services; and (c) conduct quality testing of those configurations by performing bug elimination, simulations, and integration with other Customer systems.
2. **Production Phase.** If Customer desires to make any Customer Customizations to the Managed Services in the Production Phase and prior to implementation of the Customer Customizations in the Production Phase: (a) Customer will utilize a testing server, implement such Customer Customizations, and request that such Customer Customizations be reviewed and approved by Adobe; and (b) Customer will push such Customer Customizations into Production Phase. Adobe will continue to simultaneously run the Managed Services in the Production Phase while such Customer Customizations are in the Pre-Production Phase.
3. **Customer Customizations.**
  - 3.1 Adobe will not be responsible for any defect or failure in the Managed Services caused by Customer Customizations or by Customer's failure to meet obligations in sections 1 and 2 (Pre-Production Phase and Production Phase).
  - 3.2 Customer is solely responsible for all security testing of Customer Customizations, and Adobe has no obligation in connection with any failure or defect caused by Customer Customizations or Customer's failure to meet the obligations in sections 1 and 2 (Pre-Production Phase and Production Phase).
4. **Data Retention for Managed Services.** Customer Data may be permanently deleted from Adobe's servers 25 months from the date of its collection or receipt.
5. **Digital Envoy Data Access.** This data is provided "AS IS" by Digital Envoy, Inc. and is updated on a periodic basis.
6. **Query API.** Customer is prohibited from using the Query API to configure applications for the purpose of distributing such applications to third parties.
7. **Definitions.**
  - 7.1 "Customer Customizations" means the customizations made to the Managed Services by Customer.
  - 7.2 "Pre-Production Phase" means the period of time before the Production Phase.
  - 7.3 "Production Phase" means the period of time when Users use the Managed Services (A) on Customer Sites; or (B) for its internal operations.
  - 7.4 "Runbook" means a document written by Customer that provides Adobe with a list of the Customer Customizations and configurations Customer made to the Managed Services. Such list is intended to assist Adobe in running and supporting the Managed Services in the Production Phase.