

**Unified Service Level Addendum – AEM Managed Services
(effective 17 December 2021)**

1. **General.** This Unified Service Level Addendum – AEM Managed Services (“SLA Addendum-AEM Managed Services”) is governed by the terms of the General Terms, the applicable PSLT, the applicable Sales Order, and the Unified Service Level Agreement – Adobe On-demand and Managed Services.
2. **Conflict.** In the event of any inconsistency or conflict between this SLA Addendum-AEM Managed Services and Service Level Agreement – Adobe On-demand and Managed Services, the terms of this SLA Addendum-AEM Managed Services will apply for the applicable Covered Service (as defined in this SLA Addendum-AEM Managed Services).
3. **Maintenance and Incident Notification Process.** For the purposes of this SLA Addendum-AEM Managed Services, the following Maintenance and Incident Notification Process will apply.

Adobe will performance maintenance on the Covered Services during Adobe’s standard maintenance windows, currently (as of the Effective Date) occurring between 8:00 PM Pacific Time and 12:00 AM Pacific Time each Friday, or at such other time as identified in the applicable Runbook. Adobe may perform maintenance on some or all of the Managed Services in order to upgrade hardware or software that operates or supports the Managed Services, implement security measures, or address any other issues it deems appropriate for the continued operation of the Managed Services

4. **Service Credit Table.** For the purposes of this SLA Addendum-AEM Managed Services, the following Service Credit Tables will apply.

4.1. For a 99.0% Minimum Uptime Percentage:

Uptime Percentage	Service Credit %
≥ 95.0% but < 99.0%	10% of Monthly Fees
≥ 90.0% but < 95.0%	15% of Monthly Fees
<90.0%	25% of Monthly Fees

4.2. For a 99.5% Minimum Uptime Percentage:

Uptime Percentage	Service Credit %
≥ 98.0% but < 99.5%	10% of Monthly Fees
≥ 95.0% but < 98.0%	15% of Monthly Fees
<95.0%	25% of Monthly Fees

4.3. For a 99.9% Minimum Uptime Percentage:

Uptime Percentage	Service Credit %
≥ 99.0% but < 99.9%	10% of Monthly Fees
≥ 98.0% but < 99.0%	15% of Monthly Fees
<98.0%	25% of Monthly Fees

4.4. For a 99.95% Minimum Uptime Percentage:

Uptime Percentage	Service Credit %
≥ 99.5% but < 99.95	10% of Monthly Fees
≥ 98.0% but < 99.5%	15% of Monthly Fees
<98.0%	25% of Monthly Fees

4.5. For a 99.99% Minimum Uptime Percentage:

Uptime Percentage	Service Credit %
≥ 99.9% but < 99.99	10% of Monthly Fees
≥ 99.0% but < 99.9%	15% of Monthly Fees
<99.0%	25% of Monthly Fees

5. **Definitions.** For the purposes of this SLA Addendum-AEM Managed Services:
- 5.1. **“Author Instance”** means the environment where Users can enter and manage the content of Customer’s experiences.
 - 5.2. **“Available or Availability”** means when Adobe’s or its third-party monitoring services indicate that the Covered Service are operational enough to, as applicable, receive, process and respond to Requests.
 - 5.3. **“Covered Service”** for purposes of this Addendum, specifically means the following Managed Services components of the specific AEM Managed Services offering(s) that Customer has licensed and paid for in an applicable Sales Order:
 - 5.3.1. Author Instances for the production environment;
 - 5.3.2. Dispatcher Instances for the production environment;
 - 5.3.3. Publish Instance for the production environment;
 - 5.3.4. Publish Instances, Author Instances and Dispatcher Instances for the pre-production environment (relates exclusively to the pre-production environment components of the 99.99% Minimum Uptime Percentage offering, as detailed in the AEM Managed Services Product Description.
 - 5.4. **“Dispatcher Instance”** means the environment for the caching or load balancing tool for a dynamic web authoring environment. For caching, the Dispatcher Instance works as part of an HTTP server that caches as much of the static website content as possible and accesses the website’s layout engine as infrequently as possible. In a load-balancing role, the Dispatcher Instance distributes load across different clustered Instances
 - 5.5. **“Minimum Uptime Percentage”** means the percentage set forth in the SKU description for the Covered Service, as detailed in the Sales Order and AEM Managed Services Product Description.
 - 5.6. **“Publish Instance”** means the environment that makes content available to Customer’s intended audience.
 - 5.7. **“Requests”** means a call to a component of the Covered Service.