

**Unified Service Level Addendum – Actionability
(effective 17 December 2021)**

1. **General.** This Unified 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 Unified Service Level Agreement – Adobe On-demand and Managed Services.
2. **Conflict.** In the event of any inconsistency or conflict between this SLA Actionability Addendum and the Unified Service Level Agreement – Adobe On-demand and Managed Services, 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. **“Author Tier”** means the author instance(s) and front-end load balancer in the production environment.
 - 3.2. **“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.
 - 3.3. **“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:
 - 3.3.1. Adobe Connect (“Connect”):
 - 3.3.1.1. Adobe Connect On-demand Services;
 - 3.3.1.2. Adobe Connect Managed Services;
 - 3.3.2. Adobe Commerce on Cloud (excluding Advanced Reporting and Commerce Integration Framework);
 - 3.3.3. Adobe Commerce on Managed Service (excluding Advanced Reporting and Commerce Integration Framework);
 - 3.3.4. Adobe Developer App Builder;
 - 3.3.5. Adobe Experience Manager as a Cloud Service components (“AEM as a Cloud Service”):
 - 3.3.5.1. AEM as a Cloud Service Author Tier;
 - 3.3.5.2. AEM as a Cloud Service Publish Tier;
 - 3.3.6. Adobe Experience Manager Assets Essentials (“Assets Essentials”);
 - 3.3.7. Dynamic Media Classic;
 - 3.3.8. Dynamic Media;
 - 3.3.9. Personalized Media;
 - 3.3.10. PDF Services API;
 - 3.3.11. Adobe Primetime (“Primetime”):
 - 3.3.11.1. Primetime Ad Currency Optimization;
 - 3.3.11.2. Primetime Authentication;
 - 3.3.11.3. Primetime Concurrency Monitoring for MVPD;
 - 3.3.11.4. Primetime Concurrency Monitoring for Programmer Provider;
 - 3.3.11.5. Primetime Ad Insertion; and,
 - 3.3.12. Adobe Target (“Target”).
 - 3.4. **“Origin Delivery Service”** means services managed by Adobe’s worldwide data centers, which are used to deliver content not cached by the CDN.
 - 3.5. **“Publish Tier”** means the publish instance(s) and dispatcher instance(s) and front-end load balancer in the production environment.
 - 3.6. **“Requests”** for each of the following individual services means:
 - 3.6.1. Adobe Developer App Builder – ability of the I/O Runtime On-demand Service to receive, process and respond to requests;
 - 3.6.2. AEM as a Cloud Service:
 - 3.6.2.1. AEM as a Cloud Service Author Tier– requests from users to enter and manage Customer Content in supported file formats;
 - 3.6.2.2. AEM as a Cloud Service Publish Tier – requests to make content available to Customer’s intended audience;

- 3.6.3. Assets Essentials - ability to receive, process, and respond to requests related to supported file formats;
- 3.6.4. Connect:
 - 3.6.4.1. Connect On-demand Services – requests from Customer to interact with attendees of Connect-hosted events;
 - 3.6.4.2. Connect Managed Services- enables Customers to outsource installation, upgrade and management of Connect meetings to Adobe while Customer retains limited control via Customer Customizations over upgrade timing, customizations, and security options;
- 3.6.5. PDF Services API - ability to receive, process, and respond to requests (e.g., API calls) to execute Document Transactions;
- 3.6.6. Primetime:
 - 3.6.6.1. Ad Currency Optimization – capacity to send Transmitted Data to a Targeting Platform;
 - 3.6.6.2. 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;
 - 3.6.6.3. Dynamic Ad Insertion – requests to receive, process, and respond to Customer Content playback and to Ad-related requests;
- 3.6.7. Target – capacity to process, respond, and serve supported content delivery and reporting requests;
- 3.6.8. Dynamic Media Classic, Dynamic Media, and Personalized Media – requests to the Origin Delivery Service or Adobe-bundled content delivery network (CDN) to receive, process, and serve content; and,
- 3.6.9. Adobe Commerce on Cloud and Adobe Commerce on Managed Service – requests made in the Production Environment and during the production phase.