

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

1. **General.** This Unified Service Level Addendum – Campaign Managed Cloud Services (“SLA Campaign MS Addendum”) is governed by the terms of the General Terms, the applicable PSLT, the applicable Sales Order, and Unified Service Level Agreement – Adobe On-demand and Managed Services.
2. **Conflict.** In the event of any inconsistency or conflict between this SLA Campaign MS Addendum and the Unified Service Level Agreement – Adobe On-demand and Managed Services, the terms of this SLA Campaign MS Addendum will apply for the applicable Covered Service (as defined in this SLA Campaign MS Addendum).
3. **Service Availability.**
  - 3.1. **Definition.** Available / Availability of the Covered Services means when Adobe’s or its third-party monitoring services indicate that Adobe servers can receive and respond to requests.
  - 3.2. **Minimum Uptime Percentage.** The Minimum Uptime Percentage for the Covered Services is 99.5%.
4. **Service Credit Table for Service Availability.** For the purposes of this SLA Campaign MS Addendum, the following Service Credit Table for Service Availability will apply.

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

5. **Mirror Page Availability.**
  - 5.1. **Definition.** Available / Availability of the Covered Services means when Adobe’s or its third-party monitoring services indicate that Mirror Pages are served within 3 seconds of receiving a request.
  - 5.2. **Minimum Uptime Percentage.** The Minimum Uptime Percentage for the Covered Services is 99.5%.
  - 5.3. **Service Credit Table for Mirror Page Availability.** For the purposes of this SLA Campaign MS Addendum, the following Service Credit Table for Mirror Page Availability will apply.

<b>Uptime Percentage</b>	<b>Service Credit %</b>
≥ 95.0% but < 99.5%	10% of Monthly Fees
≥ 90.0% but < 95.0%	15% of Monthly Fees
<90.0%	20% of Monthly Fees

6. **Other.**
  - 6.1. **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.
  - 6.2. **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.
  - 6.3. **Staging Instance.** Adobe will not be responsible for any failure or Downtime of the Covered Services on a Staging Instance.
  - 6.4. **Sufficient Infrastructure.** Customer’s must license enough Dedicated Servers to handle Customer’s volume of communications and interactions in connection with the Managed Services, else this SLA Campaign MS Addendum will not apply.

7. **Definitions.** For the purposes of this SLA Campaign MS Addendum:
- 7.1. **“Covered Service”** for purposes of this SLA Campaign MS Addendum means the Adobe Campaign Managed Cloud Services.
  - 7.2. **“Local Time Zone”** means the time zone in the corresponding city as determined by 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.
  - 7.3. **“Mirror Page”** means the duplicative version of an email communication that is displayed in its entirety as a web page within a web browser when the original image cannot be populated.