

**Service Level Addendum – API
(effective 1 June 2021)**

1. **General.** This Service Level Addendum – API (“SLA 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.
2. **Conflict.** In the event of any inconsistency or conflict between this SLA Addendum and Service Level Agreement – On-demand Services, the terms of this SLA Addendum will apply for the applicable Covered Service.
3. **Definitions.** For the purposes of this SLA Addendum:
 - 3.1. **“Available or Availability”** means when Adobe’s or its third-party monitoring services indicate that Customer is able to use the Covered Service’s REST application programming interface(s) to write programs to manage or access the Covered Services.
 - 3.2. **“Covered Service”** for purposes of this Addendum, specifically means any or all of the following that Customer has licensed and paid for in an applicable Sales Order:
 - 3.2.1. Adobe Audience Manager;
 - 3.2.2. Adobe Experience Platform Activation;
 - 3.2.3. Adobe Experience Platform Collection Enterprise;
 - 3.2.4. Adobe Experience Platform Intelligence;
 - 3.2.5. Adobe Journey Optimizer;
 - 3.2.6. Adobe Primetime Authentication;
 - 3.2.7. Intelligence Services;
 - 3.2.8. Offer Decisioning; and,
 - 3.2.9. Real-time Customer Data Platform.