

**Service Level Addendum – Actionability
(effective 1 December 2019)**

1. **General.** This Service Level Addendum – Actionability (“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 (as defined in this SLA Addendum).
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 the Covered Service are operational enough to, as applicable, receive, process and respond to Requests.
 - 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 Connect;
 - 3.2.2. Adobe Primetime Ad Currency Optimization; Authentication; Concurrency Monitoring; and Dynamic Ad Insertion (“Primetime”); and
 - 3.2.3. Adobe Target Standard; Premium (“Target”); and
 - 3.2.4. Dynamic Media & Video and Personalized Media.
 - 3.3. **“Origin Delivery Service”** means services managed by Adobe’s worldwide data centers, which are used to deliver content not cached by the CDN.
 - 3.4. **“Requests”** for each of the following individual services means:
 - 3.4.1. Connect – requests from Customer to interact with attendees of Connect-hosted events;
 - 3.4.2. Primetime:
 - 3.4.2.1. Ad Currency Optimization – capacity to send Transmitted Data to a Targeting Platform;
 - 3.4.2.2. 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; and
 - 3.4.2.3. Dynamic Ad Insertion – requests to receive, process, and respond to Customer Content playback and to Ad-related requests;
 - 3.4.3. Target – capacity to process, respond, and serve supported content delivery and reporting requests; and
 - 3.4.4. Dynamic Media & Video and Personalized Media – requests to the Origin Delivery Service or Adobe-bundled Content Delivery Network (CDN) to receive, process, and serve content.