

**Service Level Addendum – Campaign Standard
(effective 20 May 2020)**

1. **General.** This Service Level Addendum – Campaign Standard (“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 (“SLA”).
2. **Service Credit Table.** For the purposes of this SLA Addendum, the following Service Credit Table will apply.

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

3. **Conflict.** In the event of any inconsistency or conflict between this SLA Addendum and SLA, the terms of this SLA Addendum will apply for the applicable Covered Service (as defined in this SLA Addendum).
4. **Other.**
 - 4.1. **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.
 - 4.2. **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. “**Local Time Zone**” means the time zone in the city listed in this section for 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.
5. **Definitions.** For the purposes of this SLA Addendum:
 - 5.1. “**Available or Availability**” means when Adobe’s or its third-party monitoring services indicate that Adobe servers can receive and respond to requests.
 - 5.2. “**Covered Service**” for purposes of this SLA Addendum means the Adobe Campaign Standard On-demand Services.