



SERVICE LEVEL EXHIBIT

SERVICE LEVEL EXHIBIT – Adobe Analytics Select, Prime, and Ultimate (Effective 2 September 2019)

1. SPECIFIC TERMS

1.1 **General.** This is an exhibit to the Services Level Agreement and terms that are not defined herein are defined in the Agreement.

1.2 **Covered Services.** Covered Services means Adobe Analytics – Select, Adobe Analytics – Prime, and Adobe Analytics - Ultimate.

1.3 User Interface

A. Availability of the Covered Services – User Interface. Available / Availability means when Adobe’s or its third-party monitoring services indicate that Customer is able to access the Adobe online user interface for the Covered Services, as applicable.

B. Minimum Uptime Percentage: 99%

C. Service Credits:

<u>Uptime Percentage:</u>	<u>Service Credit %:</u>
≥ 95.0% but < 99.0	10% of Monthly Fees
≥ 90.0% but < 95.0%	15% of Monthly Fees
<90.0%	25% of Monthly Fees

1.4 Data Collection

A. Availability of the Covered Services – Data Collection. Available / Availability means when Adobe’s or its third-party monitoring services indicate that Customer is able to collect Up-To-Date session Customer Data from the Customer Site(s). Data is “Up-To-Date” when Current Data is available within two (2) hours from the point of collection.

B. Minimum Uptime Percentage: 99%

C. Service Credits:

<u>Uptime Percentage:</u>	<u>Service Credit %:</u>
≥ 95.0% but < 99.0	10% of Monthly Fees
≥ 90.0% but < 95.0%	15% of Monthly Fees
<90.0%	25% of Monthly Fees

1.5 **Notification Processes**

- A. Maintenance Notification Process for Section 2: Customers may check the status of the Covered Services by visiting status.adobe.com.

1.6 **Definitions**

- A. "Current Data" means data available in the Reports tabs within Adobe Analytics, where the "Include Current Data" option is set to "Yes." For example, the following reports will provide Current Data assuming no segments or breakdowns have been applied:
 - (I) Page Views on the Reports > Page Views report
 - (II) Page Views on the Reports > Pages report
 - (III) Instances on the Reports > Traffic Sources > Marketing Channels > Channel Overview reportCustomer Data in Analysis Workspace is not included in this definition.