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 Service(s) means the Managed Services components of the specific Magento Commerce Pro: Cloud offering(s) licensed by Customer.

    1.3 **Availability of the Covered Services: Application, Database, Search Indexer, and Memory Cache Instances for the production environment.**

    A. Available / Availability means when Adobe's or its third-party monitoring services indicate that the Covered Services are capable of receiving, processing, and responding to requests during the Production Phase.

    B. Minimum Uptime Percentage means the percentage set forth in the SKU description for the Covered Service, as detailed in the Sales Order or Documentation.

    C. Service Credits: Adobe will provide Customer with a credit towards the Customer's Subscription Fees during the next applicable accounting period, in accordance with Customer's payment schedule, and calculated as follows: For each percentage or fraction of a percentage of Downtime per calendar month, Customer will be entitled to a credit for the corresponding percentage or fraction of a percentage of the applicable fees paid by Customer that are attributable to that month up to a maximum of twenty-five percent (25%) of the portion of the applicable fees attributable to a calendar month. In no event shall Customer setoff any service credits against the amounts that it owes Adobe.

    1.4 **Notification Processes**.

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

    B Notification Process for Section 3.1: Customer must notify its Adobe account manager.