



# SERVICE LEVEL EXHIBIT

## SERVICE LEVEL EXHIBIT – Adobe PDF Services API (8 June 2021)

### 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 PDF Services API.

### 2. AVAILABILITY

- 2.1 **Definition.** Available / Availability of the Covered Services means the time the Covered Services is capable of receiving, processing, and responding to requests (e.g., API calls) to execute Document Transactions.
- 2.2 **Minimum Uptime Percentage.** The Minimum Uptime Percentage for the Covered Services is 99.9%.
- 2.3 **Availability Service Credits.**

Uptime Percentage:

- ≥ 99.7% but < 99.9%
- ≥ 99.5% but < 99.7%
- <99.5.0%

Service Credit:

- 10% of Monthly Fees
- 15% of Monthly Fees
- 25% of Monthly Fees

### 3. NOTIFICATION PROCESS

- 3.1 Adobe posts notices regarding maintenance and other outages at [status.adobe.com](https://status.adobe.com). Customer can subscribe to receive notices of maintenance and other outages through [status.adobe.com](https://status.adobe.com) via the “Manage subscriptions” functionality.