



# SERVICE LEVEL EXHIBIT

## SERVICE LEVEL EXHIBIT – Livefyre, Part of Adobe Experience Manager (Effective 5 October 2016)

### 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 Livefyre, Part of Adobe Experience Manager.

1.3 **Service Availability Credits.**

A. Availability of the Covered Services means when Adobe or its third-party monitoring services indicate that Customer has access to the online user interface for the Covered Services.

B. Minimum Uptime Percentage: 99.5%.

C. Service Credits

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

1.4 **Notification Processes**

A. Maintenance Notification Process for Section 2:

- Adobe will notify Customer of maintenance outages (i) by sending a notice to the email address provided by Customer to Adobe for this purpose, (ii) via the Livefyre online user interface, or (iii) via [status.publish.adobe.com](http://status.publish.adobe.com) (or other URL provided by Adobe). To update Customer's contact email address, Customer must contact its Adobe account manager. Requests take at least three business days to process.
- Adobe may conduct weekly maintenance on the Covered Service on Thursday afternoons/evenings Pacific Time. Customer acknowledges notice of this potential weekly maintenance period.

B. Notification Process for Section 3.1: Customer must notify the Adobe Customer Care.