



SERVICE LEVEL EXHIBIT

SERVICE LEVEL EXHIBIT – Adobe Analytics (Effective 9 March 2015)

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.

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 Real Time 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. "Real Time Data" means uncorrelated page view data as measured within the Pages Report, as set forth within the reporting platform of the Covered Service. For the sake of clarification, the following data is also included in the definition of "Real Time Data" provided that Customer has not applied any segments or breakdowns to such data:
- (1) Page Views in the Page Views and Key Metrics Reports
 - (2) Page Views on the Pages Report
 - (3) Instances on Custom Traffic (prop) Reports