



# SERVICE LEVEL EXHIBIT

## SERVICE LEVEL EXHIBIT – Adobe Analytics - Data Workbench Add-On and Adobe Analytics – Attribution Add-On (Effective 7 June 2017)

### 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 the Adobe Analytics - Data Workbench Add-on and the Adobe Analytics - Attribution Add-on.

#### 1.3 Data Workbench Processing

A. Availability of the Covered Services – Data Workbench Processing. Available / Availability means the ability for Customer to query collected Customer Data through the use of the Adobe Data Workbench client within the Covered Services.

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 Notification Processes

A. Maintenance Notification Process for Section 2: Customers may check the status of the Covered Services by visiting [status.adobe.com](http://status.adobe.com).

#### 1.5 Additional Definitions

A. The definition of “Excluded Minutes” in the Service Level Agreement is modified to include the following:

- (i) Unavailability of the Covered Service due to reprocessing of Customer’s configured dataset as directed or authorized by Customer; and
- (ii) Unavailability of the Covered Service during periods when software errors, bugs, and/or configuration errors are in the process of being resolved.