



SERVICE LEVEL EXHIBIT

SERVICE LEVEL EXHIBIT – Adobe Analytics Premium Editions (Effective 1 November 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 Premium editions.

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 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

1.5 **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-



SERVICE LEVEL EXHIBIT

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

1.6 Notification Processes

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

1.7 Additional 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
- B. The definition of “Excluded Minutes” in the Service Level Agreement is modified to include the following:
 - (1) Unavailability of the Covered Service due to reprocessing of Customer’s configured dataset as directed or authorized by Customer; and
 - (2) Unavailability of the Covered Service during periods when software errors, bugs, and/or configuration errors are in the process of being resolved.