SERVICE LEVEL EXHIBIT – Campaign Standard
(Effective: 29 Aug 2017)

1 **General**. This service level exhibit ("Exhibit") is an exhibit to the Services Level Agreement ("Master SLA") and terms that are not defined herein are defined in the Master SLA.

2 **Covered Services**. Covered Services means the Adobe Campaign Standard On-demand Services.

3 **Availability.**
   3.1 **Definition**. Available / Availability of the Covered Services means when Adobe's or its third-party monitoring services indicate that Adobe servers can receive and respond to requests.
   3.2 **Minimum Uptime Percentage**. The Minimum Uptime Percentage for the Covered Services is 99.5%.
   3.3 **Availability Service Credits.**

Uptime Percentage:	Service Credit:
≥ 95% but < 99.5%	10%
≥ 90% but < 95%	15%
<90%	25%

4 **Notification Process**.
   4.1 Maintenance Notification Process for Section 2: Customers may check the status of the Covered Services by visiting status.adobe.com.
   4.2 Notification Process for Section 3.1: Customer should file a support ticket at http://helpx.adobe.com/marketing-cloud/contact-support.html or call or email Customer Care.

5 **Other**.
   5.1 **Excluded Minutes**. For purposes of Section 1.5(C) of the Master SLA, if the volume of emails (or volume of requests) made to the Covered Service by Customer spikes more than 50% over the average volume of the previous three months for two consecutive months, Customer will not be eligible for Service Credits, unless Customer and Adobe have a prior written agreement in place for Adobe to accommodate such spikes in demand.
   5.2 **Maintenance.** Notwithstanding anything to the contrary in the Master SLA, Adobe will use commercially reasonable efforts to schedule maintenance during hours other than during 9am-5pm in Customer's Local Time Zone. "**Local Time Zone**" means the time zone in the city listed in this Section for the address provided by Customer in the applicable Sales Order: (i) US addresses will use Mountain Time; (ii) EMEA addresses will use Paris Time; and, (iii) APAC addresses will use Noida Time.