



SERVICE LEVEL EXHIBIT

SERVICE LEVEL EXHIBIT – Adobe Connect Managed Services

(Effective: 1 November 2015)

1. SPECIFIC TERMS

1.1 **General.** This is an exhibit to the Service Level Agreement and terms that are not defined herein are defined in the Agreement.

1.2 **Covered Services.** Covered Services mean the Adobe Connect Managed Services.

2. SERVICE AVAILABILITY

2.1 Available / Availability of the Covered Services means when Adobe's or its third party monitoring services indicate that Customers are able to interact with Meeting Attendees via the Covered Service.

2.2 **Minimum Uptime Percentage.** The Minimum Uptime Percentage for the Covered Services is 99.9%.

2.3 **Availability Service Credits.** Service Credits will be provided in the form of an extension to the Customer's License Term for the Covered Services as follows:

<u>Uptime Percentage:</u>	<u>Service Credit:</u>
≥ 95% but < 99.9%	1 day
≥ 90% but < 95%	2 days
<90%	3 days

3. MAINTENANCE NOTIFICATION

3.1 Maintenance Notification Process for Section 2 of the Master SLA:

- A. Maintenance will be performed at a time mutually agreed to by Adobe and Customer.
- B. Notification Process for Section 3.1 of the Master SLA: Customer must notify its Adobe Customer's Technical Support Contacts, Customer Success Manager or contact Connect Support at <http://helpx.adobe.com/adobe-connect/connect-support.html>.

4. OTHER

4.1 **Excluded Minutes.** For purposes of Section 1.5(C) of the Master SLA, if the Meeting Attendee load made to the Covered Services by Customer spikes more than 50% over the average volume of the previous three months, Customer will not be eligible for Service Credits, unless Customer and Adobe have a prior agreement in place for Adobe to accommodate such spikes in demand.