



SERVICE LEVEL EXHIBIT

SERVICE LEVEL EXHIBIT – Adobe Creative Cloud Managed Services (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 those services that (a) provide the ability for Customer to log in and activate desktop applications included in the Adobe Creative Cloud and (b) store and retrieve an average file in an Adobe file format and store in Adobe Creative Cloud with managed services.

1.3 **Service Availability Credits.**

A. Availability of the Covered Services means the time the Covered Services are capable of receiving, processing, and responding to requests from authorized users on supported platforms and networks meeting minimum system requirements, excluding Maintenance Minutes.

B. Minimum Uptime Percentage: 99.5%.

C. Service Credits will be provided in the form of an extension to Customer's License Term for the applicable services stated in the Sales Order as follows:

<u>Uptime Percentage:</u>	<u>Service Credit:</u>
≥ 95.0% but < 99.5%	1 day
≥ 90.0% but < 95.0%	2 days
< 90.0%	3 days

1.4 **Notification Processes**

A. Maintenance Notification Process for Section 2: Adobe will notify Customer of maintenance outages by sending a notice to the email address provided by Customer to Adobe for this purpose. To update Customer's contact email address, Customer must contact its Adobe account manager. Requests take at least three business days to process.

B. Notification Process for Section 3.1: Customer must notify its Adobe account manager.