



SERVICE LEVEL EXHIBIT

SERVICE LEVEL EXHIBIT – Adobe Sign
(Updated 5 October 2016)

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 Sign.

2. AVAILABILITY

- 2.1 **Definition.** Available / Availability of the Covered Services means Customer is able to send Electronic Documents for signature.
- 2.2 **Minimum Uptime Percentage.** The Minimum Uptime Percentage for the Covered Services is 99.9%.
- 2.3 **Availability Service Credits.**

Uptime Percentage:
≥ 99.7% but < 99.9%
≥ 99.5% but < 99.7%
<99.5.0%

Service Credit:
10% of Monthly Fees
15% of Monthly Fees
25% of Monthly Fees

3. NOTIFICATION PROCESS

- 3.1 https://helpx.adobe.com/support.html#/all_products
- 3.2 To update the Customer contact email address for this Service Level Exhibit, please visit: https://helpx.adobe.com/support.html#/all_products. Requests take at least one business day to process.