

Unified Service Level Addendum – Actionability
(effective January 24, 2024)

1. **General.** This Unified Service Level Addendum – Actionability (“SLA Actionability Addendum”) is governed by the terms of the General Terms, the applicable PSLT, the applicable Sales Order, and the Unified Service Level Agreement – Adobe On-demand and Managed Services (the “Unified SLA”).
2. **Conflict.** In the event of any inconsistency or conflict between this SLA Actionability Addendum and the Unified Service Level Agreement – Adobe On-demand and Managed Services, the terms of this SLA Actionability Addendum will apply for the applicable Covered Service (as defined in this SLA Actionability Addendum).
3. **Definitions.** For the purposes of this SLA Actionability Addendum:
 - 3.1. **“Author Tier”** means the author instance(s) and front-end load balancer in the production environment.
 - 3.2. **“Available or Availability”** means when Adobe’s or its third-party monitoring services indicate that the Covered Service is operational enough to, as applicable, receive, process and respond to Requests.
 - 3.3. **“Covered Service”** for purposes of this SLA Actionability Addendum, specifically means any or all of the following that Customer has licensed and paid for in an applicable Sales Order:
 - 3.3.1. Adobe Connect (“Connect”):
 - 3.3.1.1. Adobe Connect On-demand Services;
 - 3.3.1.2. Adobe Connect Managed Services;
 - 3.3.2. Adobe Commerce on Cloud (excluding Advanced Reporting and Commerce Integration Framework);
 - 3.3.3. Adobe Commerce on Managed Service (excluding Advanced Reporting and Commerce Integration Framework);
 - 3.3.4. Adobe Developer App Builder;
 - 3.3.5. Adobe Experience Manager as a Cloud Service components (“AEM as a Cloud Service”):
 - 3.3.5.1. AEM as a Cloud Service Author Tier;
 - 3.3.5.2. AEM as a Cloud Service Publish Tier;
 - 3.3.6. Adobe Experience Manager Assets Essentials (“Assets Essentials”);
 - 3.3.7. Dynamic Media Classic;
 - 3.3.8. Dynamic Media;
 - 3.3.9. Personalized Media;
 - 3.3.10. PDF Services API;
 - 3.3.11. Adobe Primetime (“Primetime”):
 - 3.3.11.1. Primetime Ad Currency Optimization;
 - 3.3.11.2. Primetime Authentication;
 - 3.3.11.3. Primetime Concurrency Monitoring for MVPD;
 - 3.3.11.4. Primetime Concurrency Monitoring for Programmer Provider;
 - 3.3.11.5. Primetime Ad Insertion; and,
 - 3.3.12. Adobe Target (“Target”).
 - 3.4. **“Origin Delivery Service”** means services managed by Adobe’s worldwide data centers, which are used to deliver content not cached by the CDN.
 - 3.5. **“Publish Tier”** means the publish instance(s) and dispatcher instance(s) and front-end load balancer in the production environment.
 - 3.6. **“Requests”** for each of the following individual services means:
 - 3.6.1. Adobe Developer App Builder – ability of the I/O Runtime On-demand Service to receive, process and respond to requests;
 - 3.6.2. AEM as a Cloud Service:
 - 3.6.2.1. AEM as a Cloud Service Author Tier – requests from users to enter and manage Customer Content in supported file formats;
 - 3.6.2.2. AEM as a Cloud Service Publish Tier – requests to make content available to Customer’s intended audience;

- 3.6.3. Assets Essentials - ability to receive, process, and respond to requests related to supported file formats;
- 3.6.4. Connect:
 - 3.6.4.1. Connect On-demand Services – requests from Customer to interact with attendees of Connect-hosted events;
 - 3.6.4.2. Connect Managed Services- enables Customers to outsource installation, upgrade and management of Connect meetings to Adobe while Customer retains limited control via Customer Customizations over upgrade timing, customizations, and security options;
- 3.6.5. PDF Services API - ability to receive, process, and respond to requests (e.g., API calls) to execute Document Transactions;
- 3.6.6. Primetime:
 - 3.6.6.1. Ad Currency Optimization – capacity to send Transmitted Data to a Targeting Platform;
 - 3.6.6.2. Authentication and Concurrency Monitoring – requests to: authenticate and authorize users; view or edit integrations; use the self-service dashboard; apply degradation; or access the reporting API;
 - 3.6.6.3. Dynamic Ad Insertion – requests to receive, process, and respond to Customer Content playback and to Ad-related requests;
- 3.6.7. Target – capacity to process, respond, and serve supported content delivery and reporting requests;
- 3.6.8. Dynamic Media Classic, Dynamic Media, and Personalized Media – requests to the Origin Delivery Service or Adobe-bundled content delivery network (CDN) to receive, process, and serve content; and,
- 3.6.9. Adobe Commerce on Cloud and Adobe Commerce on Managed Service – requests made in the Production Environment and during the production phase.

4. **Adobe Commerce.** For the purposes of the Covered Service for Adobe Commerce on Cloud and Adobe Commerce on Managed Services only, Section 4.1 below replaces the Service Credit Table in Section 3.2 of the Unified SLA, and Section 4.2 below replaces Section 1.9 in the Unified SLA:

4.1. **Adobe Commerce Service Credit Table**

4.1.1. For a 99.9% Minimum Uptime Percentage:

Uptime Percentage	Service Credit %
≥ 99.0% but < 99.9%	10% of Monthly Fees
≥ 98.0% but < 99.0%	15% of Monthly Fees
<98.0%	25% of Monthly Fees

4.1.2. For a 99.99% Minimum Uptime Percentage:

Uptime Percentage	Service Credit %
≥ 99.9% but < 99.99%	10% of Monthly Fees
≥ 99.0% but < 99.9%	15% of Monthly Fees
<99.0%	25% of Monthly Fees

4.2. **Adobe Commerce-Specific Definition**

4.2.1. **“Minimum Uptime Percentage”** for (i) Adobe Commerce on Cloud means 99.99% for the Adobe-hosted infrastructure of the Production Environment and for (ii) Adobe Commerce on Managed Services means 99.9% for the Adobe-hosted application and 99.99% for the Adobe-hosted infrastructure of the Production Environment.

5. **AEM as a Cloud Service: Sites 99.99% SLA.** For this Section 5 to apply, Customer must have purchased either (i) a base AEM as a Cloud Service: Sites SKU that includes a 99.99% commitment, or (ii) have separately purchased both (a) a 99.99% SLA for AEM as a Cloud Service: Sites add-on SKU and (b) an Additional Publish Region SKU, and applied each to the same AEM as a Cloud Service: Sites (standard SLA) base program in Cloud Manager. In either (i) or (ii) above, for the Publish Tier of the applicable program only, Section 5.1 below replaces the Service Credit Table in Section 3.2 of the Unified SLA, and Section 5.2 below replaces Section 1.9 in the Unified SLA:

5.1. **AEM as a Cloud Service: Sites Publish Tier Service Credit Table.**

Uptime Percentage	Service Credit %
≥ 99.9% but < 99.99%	10% of Monthly Fees
≥ 99.0% but < 99.9%	15% of Monthly Fees
<99.0%	25% of Monthly Fees

5.2. **AEM as a Cloud Service Publish Tier-Specific Definition**

- 5.2.1. **“Minimum Uptime Percentage”** for AEM as a Cloud Service: Sites Publish Tier means 99.99%. For the avoidance of doubt, this section does not apply to the Author Tier of the applicable program nor to Edge Delivery Services.