Unified Service Level Addendum – Actionability
(effective 12 October 2025)

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 production-environment author instance(s) of the Origin Delivery Service.

   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 as a Cloud Service;
   3.3.3. Adobe Commerce Optimizer;
   3.3.4. Adobe Commerce on Cloud (excluding Advanced Reporting and Commerce Integration Framework);
   3.3.5. Adobe Commerce on Managed Service (excluding Advanced Reporting and Commerce Integration Framework);
   3.3.6. Adobe Developer App Builder;
   3.3.7. Adobe Experience Manager as a Cloud Service components ("AEM as a Cloud Service"):
   3.3.7.1. AEM as a Cloud Service Author Tier;
   3.3.7.2. AEM as a Cloud Service Publish Tier;
   3.3.7.3. AEM as a Cloud Service Edge Delivery Services Preview Tier;
   3.3.7.4. AEM as a Cloud Service Edge Delivery Services Publish Tier;
   3.3.8. Adobe Experience Manager Assets Essentials ("Assets Essentials");
   3.3.9. Dynamic Media Classic;
   3.3.10. Dynamic Media;
   3.3.11. Order Management for Adobe Commerce;
   3.3.12. Personalized Media;
   3.3.13. PDF Services API;
   3.3.14. Adobe Primetime ("Primetime"):
   3.3.14.1. Primetime Ad Currency Optimization;
   3.3.14.2. Primetime Authentication;
   3.3.14.3. Primetime Concurrency Monitoring for MVPD;
   3.3.14.4. Primetime Concurrency Monitoring for Programmer Provider;
   3.3.14.5. Primetime Ad Insertion;
   3.3.15. Adobe Acrobat Sign Solutions for Enterprise ("Acrobat Sign"); and
   3.3.16. 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. **"Edge Delivery Services Preview Tier"** means the endpoint of the Origin Delivery Service, which serves code and content for preview purposes.

3.6. **"Edge Delivery Services Publish Tier**" means the endpoint of the Origin Delivery Service, which serves published code and content to Customer's intended audience.

3.7. "**Publish Tier**" means the production-environment publisher and dispatcher instance(s) of the Origin Delivery Service.

3.8. "**Requests**" for each of the following individual services means:

3.8.1. Acrobat Sign – means when the Customer is able to send Electronic Documents for signature;
3.8.2. Adobe Developer App Builder – ability of the I/O Runtime On-demand Service to receive, process and respond to requests;
3.8.3. AEM as a Cloud Service:
3.8.3.1. AEM as a Cloud Service Author Tier – requests from users to enter and manage Customer Content in supported file formats;
3.8.3.2. AEM as a Cloud Service Edge Delivery Services Preview Tier – requests to make content available to Customer's authors and approvers;
3.8.3.3. AEM as a Cloud Service Publish Tier and AEM as a Cloud Service Edge Delivery Services Publish Tier – requests to make content available to Customer's intended audience;
3.8.4. AEM 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;
3.8.5. Assets Essentials – ability to receive, process, and respond to requests related to supported file formats;
3.8.6. Adobe Commerce as a Cloud Services:
3.8.6.1. requests to the Adobe Commerce as a Cloud production environment;
3.8.6.2. requests to the Edge Delivery Services Publish Tier to make content available to Customer's intended audience;
3.8.6.3. requests to Adobe Developer App Builder and the ability of the I/O Runtime On-demand Service to receive, process and respond to requests;
3.8.7. Adobe Commerce Optimizer:
3.8.7.1. requests made to the Adobe Commerce Optimizer production environment;
3.8.7.2. requests to the Edge Delivery Services Publish Tier to make content available to Customer's intended audience;
3.8.7.3. requests to Adobe Developer App Builder and the ability of the I/O Runtime On-demand Service to receive, process and respond to requests;
3.8.8. Adobe Commerce on Cloud; and Adobe Commerce on Managed Service – requests made in the Production Environment and during the production phase;
3.8.9. Connect:
3.8.9.1. Connect On-demand Services – requests from Customer to interact with attendees of Connect-hosted events;
3.8.9.2. 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;
3.8.10. Order Management for Adobe Commerce – ability of the production environment to receive, process, and respond to requests;
3.8.11. PDF Services API – ability to receive, process, and respond to requests (e.g., API calls) to execute Document Transactions;
3.8.12. Primetime:
3.8.12.1. Ad Currency Optimization – capacity to send Transmitted Data to a Targeting Platform;
3.8.12.2. 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;

3.8.12.3. Dynamic Ad Insertion – requests to receive, process, and respond to Customer Content playback and to Ad-related requests; and

3.8.13. Target – capacity to process, respond, and serve supported content delivery and reporting requests.

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 Product 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 an Infrastructure 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.

4.3. **Order Management for Adobe Commerce.** For the purposes of the Covered Service for Order Management for Adobe Commerce only, Section 4.3.1 below replaces the Service Credit Table in Section 3.2 of the Unified SLA:

4.3.1. **Order Management for Adobe Commerce: Credit Table.**

Uptime Percentage	Service Credit %
≥ 99.0% but < 99.9%	2% of Monthly Fees
≥ 95.0% but < 99.0%	5% of Monthly Fees
<95.0%	10% of Monthly Fees

5. **Adobe Experience Manager (AEM) as a Cloud Service: Sites and Forms 99.99% SLA**. For this Section 5 to apply, Customer must apply both: (a) an Additional Publish Region add-on and (b) the 99.99% SLA add-on in Cloud Manager, for each base AEM as a Cloud Service: Sites and/or Forms that is on the same program. Provided the previous criteria are met, for the affected AEM as a Cloud Service: Sites and/or Forms Publish Tier and Edge Delivery Services Publish Tier only, Section 5.1 below replaces the Service Credit Table in Section 3.2 of the Unified SLA, and Section 5.2.1 below replaces Section 1.9 in the Unified SLA:

5.1. **AEM as a Cloud Service: Sites and Forms Publish Tiers 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 99.99% SLA Specific Definition.**

5.2.1. "**Minimum Uptime Percentage"** for AEM as a Cloud Service: Forms and Sites Publish Tiers and Edge Delivery Services Publish Tiers means 99.99%. For the avoidance of doubt, this section does not apply to any Author Tier nor Edge Delivery Services Preview Tier.