1. **General.** This Unified Service Level Addendum – API ("SLA API 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.

2. **Conflict.** In the event of any inconsistency or conflict between this SLA API Addendum and Unified Service Level Agreement – Adobe On-demand and Managed Services, the terms of this SLA API Addendum will apply for the applicable Covered Service (as defined in this SLA API Addendum).

3. **Definitions.** For the purposes of this SLA API Addendum:

    3.1. "**Available or Availability**" means when Adobe's or its third-party monitoring services indicate that Customer is able to use the Covered Service's REST application programming interface(s) to write programs to manage or access the Covered Services.

    3.2. "**Covered Service**" for purposes of this SLA API Addendum, specifically means any or all of the following that Customer has licensed and paid for in an applicable Sales Order:

    3.2.1. Adobe Audience Manager ("AAM");
    3.2.2. Adobe Experience Platform ("AEP");

            3.2.2.1. AEP Intelligence;

            3.2.2.2. Journey Optimizer Prime, Select and Ultimate;

            3.2.2.3. Offer Decisioning;

            3.2.2.4. Real-time Customer Data Platform (including the B2C, B2B and B2P Prime and Ultimate Editions);

            3.2.2.5. Real-time Customer Data Platform Connections and,

    3.2.3. Adobe Primetime Authentication