SERVICE LEVEL EXHIBIT – Adobe Primetime Ad Decisioning, Ad Insertion, Authentication, Cloud DRM, Concurrency Monitoring and TV Media Management
(Effective November 1 ,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, if licensed to Customer in a Sales Order, Adobe Primetime Ad Decisioning, Adobe Primetime Ad Insertion, Adobe Primetime Authentication, Adobe Primetime Cloud DRM, Adobe Primetime Concurrency Monitoring and Adobe Primetime TV Media Management.

   1.3 **User Interface (if applicable)**

   A. Availability of the Covered Services – User Interface. Available / Availability means when Adobe's or its third-party monitoring services indicate that Customer is able to access the Adobe online user interface for the Covered Services.

   B. Minimum Uptime Percentage: 98%

   C. Service Credits:

Uptime Percentage:	Service Credit %:
≥ 97.0% but < 98.0%	10% of Monthly Fees
≥ 96.0% but < 97.0%	15% of Monthly Fees
< 96.0%	25% of Monthly Fees

   1.4 **Covered Services**

   A. Availability of the Covered Services means when Adobe's or its third party monitoring services indicate that the applicable Covered Services is capable of receiving, processing and responding to Customer Content playback, delivery and Ad related requests.

   B. Minimum Uptime Percentage: 99.5%.

   C. Service Credits:

Uptime Percentage:	Service Credit %:
≥ 98.0% but < 99.50%	10% of Monthly Fees
≥ 97.0% but < 98.0%	15% of Monthly Fees
<97.0%	25% of Monthly Fees

   1.5 **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 10 business days to process.

   B. Notification Process for Section 3.1: primetime-support@adobe.com