

Adobe® Open Options 4.0

Program Guide for Worldwide Contractual Licensing Program (CLP) 4.0

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CLP 4.0 summary

The Adobe Open Options (AOO) Contractual Licensing Program (CLP) 4.0 is a two-year licensing agreement with Adobe. A CLP 4.0 member (“Program Member”) places an initial order with either its licensing center or reseller for Adobe software, perhaps along with Upgrade Plan. Based on the total points value of that initial order, the Program Member achieves a discount level. That discount level applies for that order and for any additional orders placed during the life of the CLP 4.0 agreement. A Program Member may improve its discount level as it continues to purchase licenses during the term of its CLP 4.0 agreement.

CLP summary by market

WORLDWIDE COMMERCIAL MARKET SEGMENT	
<i>Scope of participation (corporate organization)</i>	As defined in the Commercial CLP 4.0 agreement
<i>Basis of CLP 4.0</i>	Total points value of initial order combined with future orders
<i>Discount levels (North America and Japan)</i>	Four levels 1 = 40,000 – 99,999 2 = 100,000 – 224,999 3 = 225,000 – 349,999 4 = 350,000+
<i>Discount levels (all other regions)</i>	Four levels 1 = 25,000 – 49,999 2 = 50,000 – 99,999 3 = 100,000 – 199,999 4 = 200,000+
<i>Agreement?</i>	Yes, between the Program Member and Adobe
<i>Agreement term</i>	2 years
<i>Minimum reorder?</i>	No
<i>Concurrency available?</i>	No; except FrameMaker® UNIX® Shared

WORLDWIDE GOVERNMENT MARKET SEGMENT	
<i>Scope of participation (government entity)</i>	As defined in the Government CLP 4.0 agreement
<i>Basis of CLP 4.0</i>	Total points of initial order combined with future orders
<i>Discount levels (worldwide)</i>	Two levels 1 = 40,000 – 224,999 2 = 225,000+*
<i>Agreement?</i>	Yes, between the Program Member and Adobe
<i>Agreement term</i>	2 years
<i>Minimum reorder?</i>	None
<i>Concurrency available?</i>	No, except FrameMaker UNIX Shared

*In the U.S., the maximum purchase points value is 499,999.

WORLDWIDE EDUCATION MARKET SEGMENT	
<i>Scope of participation (educational entity)</i>	As defined in the Education CLP 4.0 agreement
<i>Basis of CLP 4.0</i>	Total Education points of initial order combined with future orders
<i>Discount levels (worldwide)</i>	Three levels 1 = 6,000 – 19,999 2 = 20,000 – 49,999 3 = 50,000+
<i>Agreement?</i>	Yes, between the Program Member and Adobe
<i>Agreement term</i>	2 years
<i>Minimum reorder?</i>	No
<i>Concurrency available?</i>	Yes, for lab or administrative use. The Program Member must maintain and use adequate verification or monitoring software to manage the concurrency.

Agreement

Every new or renewing Program Member is required to execute a CLP 4.0 agreement with Adobe. CLP 3.0 Members retain their current agreements until renewal time.

The CLP 4.0 agreement serves as the enrollment for the signing entity and any of the Program Member's affiliates that do not want to sign their own enrollment schedules (see Enrollments section of this Program Guide).

Upon execution of the CLP 4.0 agreement and submission of the initial order, Adobe assigns the CLP 4.0 agreement number.

The AOO 4.0 worldwide product point values list is published at www.adobe.com and on the Adobe price lists and is updated when new products are added.

Designated Adobe License Center or reseller

The Program Member, or its affiliate (if enrolled) designates an Adobe License Center (ALC) or a reseller on the CLP 4.0 agreement or the enrollment schedule.

An ALC is a reseller authorized in writing by Adobe to offer the Adobe Open Options (AOO) Contractual Licensing Program (CLP) 4.0 for education, government, and/or commercial Program Members.

Note: In some locations, Program Members may order software products through a reseller that is not an ALC, such as an Education License Center in Europe. In this case, the Program Member still must satisfy all obligations in the CLP 4.0 agreement that reference ALC(s), but does so through the reseller. In this Program Guide the term “designated ALC” is used to describe the entity from whom the Program Member orders Adobe software.

Enrollments

Affiliates of a Program Member may sign an enrollment that enables them to do the following on their own:

- Receive their own set of serial numbers
- Select their own designated ALC
- Choose their own Upgrade Plan payment options
- Take advantage of the same discount level as the Program Member
- Earn points with their purchases toward improved discount levels for both the Program Member and all of its enrolled affiliates

Features of enrollments

- The affiliate enrollment schedule is governed by the terms and conditions of the CLP 4.0 agreement.
- Each enrollment is assigned a unique number that is linked to the Program Member's CLP 4.0 agreement number.
- The enrolled affiliate may access information about its orders.
- The Program Member may access information about all orders on any enrollment associated with its CLP 4.0 agreement.
- The enrolled affiliate gets its own End User ID number.

Initial purchase requirement

Each new enrollment requires a minimum CLP 4.0 initial purchase:

Market segment (worldwide)	Minimum points value of initial purchase per enrollment
Commercial	3,500
Education	1,000
Government	3,500

Improving discount levels

Program Members may achieve better discount levels as they and their enrolled affiliates continue to order.

On the 25th day of each month, Adobe reviews the total points purchased by each Program Member, including its enrolled affiliates, from the effective date of the Program Member's CLP 4.0 agreement to that day.

If a Program Member's total points accumulated to that day have qualified the Program Member for the next discount level, beginning on the first day of the following month the Program Member is eligible for the improved level. Adobe will send notification of the improved discount level to the Program Member's main contact, designated ALC, Adobe account manager, and the main contact and designated ALC for each enrolled affiliate. Program Members and enrolled affiliates are responsible for informing any other channel partners with whom they do business that they are eligible for the improved discount level.

Example 1 — Adobe receives an order from an ALC for ABC Company on July 21. ABC Company's CLP 4.0 agreement was effective as of April 3. On July 25, the system calculates the total points for all orders placed by ABC Company and its enrolled affiliates from April 3 to July 25. If the total points puts ABC Company in the next discount level, Adobe automatically changes the Program Member's discount level effective August 1 and notifies the Program Member, its designated ALC, and the Adobe account manager.

Example 2 — Adobe receives an order from an ALC for ABC Company on July 27. Because the monthly points calculation takes place on the 25th, this order is added into the Program Member's August 25 discount level validation. If the total points on August 25 put the Program Member in the next discount level, the change takes effect September 1.

End User ID number

Adobe establishes an End User ID number for each Program Member and each enrolled affiliate. All orders for that Program Member or enrolled affiliate are linked to that number. The End User ID number can be used to access the Program Member's or enrolled affiliate's information within the Adobe Licensing Web Site (<https://www.licensing.adobe.com>). This number is different from the Program Member's CLP 4.0 agreement number, which is assigned to the CLP 4.0 agreement.

End User License Agreement (EULA)

All use of the product is governed by the EULA. In certain cases, the terms and conditions of the CLP 4.0 agreement take precedence over the EULA. These are clearly described in the CLP 4.0 agreement.

Electronic Software Delivery (ESD)

Adobe provides the main contact named on each enrollment or CLP 4.0 agreement with access to a secure electronic software delivery (ESD) server. These contacts may download any available Adobe desktop software product at any time. However, the Program Member is responsible for ordering licenses for any downloaded software within the month that it was downloaded.

For CLP 4.0, Adobe provides ESD at no charge for selected products via the Adobe Licensing Web Site (<https://www.licensing.adobe.com>). All Adobe products may not be available through ESD. However, as new versions of products are released, they may be made available through ESD.

Adobe Customer Service can assist Program Members with ESD download issues. The number of downloads for each product is tracked on the download site.

Licensing Web Site (<https://www.licensing.adobe.com>)

Program Members may print a Statement of Account marked with the Adobe logo from the Adobe Licensing Web Site located at <https://www.licensing.adobe.com>. This

document could be several pages long. Program Members may select a date range to create an online printable master document that includes all products licensed during the date range.

Media and documentation

Media and printed documentation do not have CLP 4.0 point values. Documentation is available online for most Adobe desktop products.

Program Members may order any CDs or printed documentation that they require. Quantities must not exceed the number of licenses being ordered.

How to order

Initial order

New Program Members submit their CLP 4.0 agreement to Adobe. Following its submission of the CLP 4.0 agreement, the Program Member must submit a purchase order for its initial order requirement to its designated ALC.

If this purchase order meets the minimum points value for the Program Member's selected discount level, Adobe executes the CLP 4.0 agreement and the order is processed. The Program Member then receives an order confirmation e-mail that includes directions for accessing serial numbers for the products it ordered.

If this purchase order does not meet the minimum points value for the selected discount level, the order is not processed, serial numbers are not generated, and the order is returned to the Program Member for correction. If the Program Member does not correct and resubmit the order within 7 days, Adobe sends the Program Member, designated ALC, and account manager an e-mail notice. Within the time limit stated in the e-mail, Adobe may provide the Program Member with notice of termination of the CLP 4.0 agreement.

Reorders and additional orders

The Program Member is not required to meet a minimum points value for orders after the initial order under its CLP 4.0 agreement. These orders must include information about the use location of the newly installed licenses.

CLP 4.0 agreement renewals

Adobe notifies Program Members in advance of their CLP 4.0 agreement expiration date that their CLP 4.0 agreement is due to be renewed.

Renewals must be submitted 10 days before the CLP 4.0 agreement expiration date in order to be executed on time. Otherwise, Program Members will be required to execute a new CLP 4.0 agreement with a new initial order to establish a new discount level.

Program Members keep the serial numbers and the End User ID from their prior CLP 4.0 agreement. However, the renewal CLP 4.0 agreement is assigned a new CLP 4.0 agreement number.

There is no initial renewal order requirement if the Program Member has ordered at least twice the minimum point requirement for any discount level during the term of the original CLP 4.0 agreement.

- At renewal time, if the Program Member ordered at least twice the minimum requirement for a discount level *lower* than originally selected, all purchases under the renewal CLP 4.0 agreement will be at the lower discount level.
- Upon request, Adobe will review a Program Member's order history from the CLP 4.0 agreement's effective date to the request date to determine the potential discount level for the renewal term.

The following examples are based on commercial Program Members in North America that select CLP Level 1 (minimum points value: 40,000).

- **Example 1** — The Program Member's initial order is valued at 40,000 points. Over the term of the CLP 4.0 agreement, the Program Member places orders valued in total at 20,000 points. At the end of the CLP 4.0 agreement, the Program Member has accumulated 60,000 points. This Program Member does not qualify to renew its CLP 4.0 agreement without an initial order that has a minimum value of 40,000 points, because it did not order twice the minimum point requirement for any discount level. (That is, the Level 1 renewal minimum equals 80,000 points — two times 40,000.)
- **Example 2** — The Program Member's initial order is valued at 100,000 points, and the Program Member never orders anything else. The Program Member has exceeded its minimum requirement of 80,000 points (40,000 x 2) by 20,000 points, enough to renew the CLP 4.0 agreement for two more years at CLP Level 1 with no initial purchase requirement.
- **Example 3** — The Program Member's initial order is valued at 60,000 points. The Program Member adds 60,000 points during the CLP 4.0 agreement term, which moves the Program Member to Level 2 (100,000+) and provides better pricing. However, at the end of the two years, the total accumulated points value is 120,000 points. The Program Member may renew at Level 1 without the requirement of an initial purchase, because it purchased twice the minimum point requirement of Level 1, but not of Level 2.

Enrolled affiliates must sign their own renewals in order to continue to participate in a renewed CLP 4.0 agreement. If a CLP 4.0 agreement is renewed without an initial order

requirement, the associated enrollment schedules may be renewed without an initial order requirement. If a CLP 4.0 agreement is not renewed for any reason, the associated affiliate enrollment schedules may not be renewed.

Reports

Adobe's licensing system tracks the Program Member's orders of Adobe software and Upgrade Plan.

Program Members may run an order history report from <https://www.licensing.adobe.com> that summarizes all orders reported to Adobe, with these restrictions:

- The main contact named in the CLP 4.0 agreement has access to all of the Program Member's orders as well as all orders of its enrolled affiliates.
- The main contact listed on each enrolled affiliate's enrollment schedule has access only to information about orders placed by that affiliate under its enrollment schedule.

Returns

A Program Member may only return purchases made under its CLP 4.0 agreement for one of these reasons:

- The Program Member does not agree with the terms and conditions of the End User License Agreement (EULA).
- The wrong product, platform, or quantity was delivered to the Program Member. (This could include Adobe shipping the item requested on the licensing center or reseller's purchase order, but this information not matching what the Program Member ordered.)
- The Program Member receives a duplicate shipment or duplicate billing (due to a duplicate purchase order from the licensing center or reseller).
- The Program Member cancels the order (before receiving the order but after Adobe has shipped it).

Adobe must approve any request for returns. The Program Member must make the request for a return within 30 days of the original license order. The request must state the reason and provide proof of the Program Member's original order date. An Adobe Letter of Destruction provided by the licensing center or reseller and with an original authorized signature from the Program Member must be received in order to issue credit.

If a return is approved the Program Member's point totals will be adjusted in the next month's report.

A Program Member may make a partial return of an order. However, Adobe may reject any partial return that would cause a decrease in the Program Member's discount level.

Following are two return examples:

- **Example 1** — The return would place the Program Member in a lower level. The request is rejected until the Program Member amends its CLP 4.0 agreement to the new level.
- **Example 2** — The Program Member wishes to return 100% of its initial order and continue its CLP 4.0 membership. The request is approved only if it is accompanied by an order that meets the minimum initial commitment for the Program Member's original discount level.

Serial numbers

- Each serial number covers a single version, language, and platform of a product, except for products that come in both Macintosh® and Windows® versions. For these products, Program Members receive serial numbers for both platforms, even when only one platform is licensed.
- Program Members use the same serial number for all installations of a given product.
- Serial numbers do not change when CLP 4.0 agreements are renewed.
- New serial numbers are issued for upgrades.

Upgrade Plan and upgrade licenses

Upgrade Plan (formerly known as Maintenance) is a fixed cost that Program Members pay to receive future versions of software product — upgrades — that are covered under Upgrade Plan. Under Upgrade Plan, Program Members receive any upgrades, bug fixes, and updates during the term of their Upgrade Plan coverage that Adobe makes generally available. Program Members receive points for the value of Upgrade Plan.

An *upgrade license* is the license ordered when a Program Member has an Adobe product and would like to move to a newer version, but has not purchased Upgrade Plan for that product. Program Members not covered by Upgrade Plan should contact their designated ALC to order upgrade licenses as they become available and as the Program Member is prepared to move to the new version of a product.

Summary

- Upgrade Plan can be purchased for all, some, or none of the purchased licenses.
- Upgrade Plan coverage extends through the life of the CLP 4.0 agreement.
- Program Members may pay the Upgrade Plan license fee in two annual payments or in a single upfront payment.
- Upgrade Plan coverage and payment starts the first day of the month following the month during which it is ordered. Orders placed on the first day of the month start that day.
- Program Members ordering Upgrade Plan for a product in the same month as an upgrade to that product is announced, but before the announcement date, must contact Adobe Customer Service to request a no-charge upgrade.

Example: A Program Member orders Upgrade Plan for a product on August 12. Adobe announces a new version of that product on August 18.

Upgrade Plan starts September 1. The Program Member contacts Customer Service, which provides a no-charge upgrade coupon to this Program Member.

- If Adobe discontinues a product for which a Program Member has ordered Upgrade Plan, Adobe does not refund money to the Program Member.

Upgrade Plan renewals

Adobe will notify the Program Member 6 months, 90 days, and 30 days before an Upgrade Plan is due to expire. Program Members must renew by their Upgrade Plan anniversary date or coverage will lapse. Early renewal does not change a Program Member's anniversary date.

Upgrade Plan ends on the last day of the Program Member's CLP 4.0 agreement.

Program Members may order Upgrade Plan for any previously owned (legacy) Adobe products only within the first six months of their CLP 4.0 agreement, and only if the products are at the current version.

After the first six months, Program Members may only order Upgrade Plan for new and upgrade licenses, but are not required to do so.

Coverage ordered after the first six months of the CLP 4.0 agreement is prorated by six-month increments, as shown in this table detailing the Upgrade Plan SKUs by payment option:

UPGRADE PLAN PAYMENT OPTIONS FOR CLP 4.0				
Payment option	Month of the CLP 4.0 agreement			
	1-6	7-12	13-18	19-24
1-year	12-month SKU	6-month SKU	12-month RNW SKU	6-month RNW SKU
2-year	24-month SKU	18-month SKU	12-month SKU	6-month SKU

Program Members that have purchased Upgrade Plan and are in good standing on their accounts receive at no charge all upgrades for products covered by Upgrade Plan. Adobe notifies eligible Program Members via e-mail when an upgrade is available and can arrange for media to be shipped at no charge.

For Program Members that do not hold a valid Upgrade Plan at the time an upgrade is announced, including those whose maintenance agreements or Upgrade Plans have expired, this policy applies:

- If the Program Member is at the current shipping version, the Program Member may purchase the appropriate upgrade license, if available.
- The Program Member may purchase the full product license, if an upgrade license is not available.

Student Licensing

(Available in North America only)

Summary

Educational institution Program Members in North America may buy certain Adobe education products in volume for distribution to their student population at a price determined by the educational institution Program Member. This ability requires the educational institution Program Member to execute the Student Licensing schedule of the CLP 4.0 agreement. Although the education products purchased under the Student Licensing schedule become the property of the student, the total point values accumulated from purchases under the Student Licensing schedule are credited to the educational institution Program Member.

Each student who receives Adobe education product from an educational institution Program Member is responsible for electronically registering the product. After doing so the student is given a serial number to activate a license to use the product. (Note: These serial numbers are not tracked via <https://www.licensing.adobe.com>.) Adobe does not automatically assign serial numbers when an educational institution Program Member orders under the Student Licensing schedule.

Discount levels

There is one price per eligible education product, regardless of the educational institution Program Member's discount tier or the number of student licenses purchased.

Order process

To participate, a qualified educational institution Program Member must sign the Student Licensing schedule attached to its CLP 4.0 agreement.

The educational institution Program Member may then order the licenses from an Adobe Authorized Education Reseller. The licenses are delivered to a contact person designated by the educational institution Program Member in the form of a product coupon and a CD for each license. (Electronic software delivery is not available.)

Each product coupon has a unique access number to a URL where the student must register the product. The student will then receive the serial number required to install the product on the student's computer following the student's acceptance of the End User License Agreement (EULA).

Each order under the Student Licensing schedule that is placed by an educational institution Program Member must include at least 25 licenses of any one of the four Adobe education products available under the Student Licensing schedule. All Adobe Authorized Education Resellers may take orders under the Student Licensing schedule; however, the CDs and product coupons must be shipped directly to the educational institution Program Member's designated contact person.

Products available	Minimum order (licenses)
Adobe Creative Suite Premium	25
Adobe Acrobat® Professional	25
Adobe Acrobat Standard	25
Adobe Video Collection	25

Documentation

Printed documentation is not available for purchase under the Student Licensing schedule of CLP 4.0.

Returns

Returns are not permitted under the Student Licensing schedule of the CLP 4.0 agreement.

Upgrade Plan

Upgrade Plan is not available for purchase under the Student Licensing schedule of the CLP 4.0 agreement.

Transfer of license

A license purchased under the Student Licensing schedule of the CLP 4.0 may not be transferred once a student has taken ownership of it.

High-Volume Discount

Summary

By ordering certain products (including upgrades and/or Upgrade Plan for these products) at certain quantities in a single transaction, Program Members can earn greater discounts.

Availability

- In North America: The High-Volume Discount is available to corporate, government, and education Program Members.
- In Europe and Japan: The High-Volume Discount is available only to corporate Program Members.

Agreement

There is no separate agreement to sign. Participation in this portion of CLP 4.0 is simply accomplished through the use of a special SKU and greater discounts offered for high-volume orders for certain products within an existing CLP 4.0 agreement.

Discount levels

Program Members simply order the appropriate High-Volume SKU on the appropriate CLP 4.0 price list. They must meet a minimum unit quantity for each product they wish to purchase. Note: A Program Member may not combine different products to reach the minimum unit quantity.

The following tables list the discount levels and units required per market segment:

COMMERCIAL AND GOVERNMENT* MARKET SEGMENTS	
Level	Units per SKU
1	1,000 – 4,999
2	5,000 – 9,999
3	10,000 – 24,999
4	25,000+

EDUCATION* MARKET SEGMENT	
Level	Units per SKU
1	500 – 999
2	1,000 – 2,499
3	2,500+

*Government and education Program Members are eligible to order through the High-Volume Discount SKUs in North America only.

Reorders

High-Volume orders are validated for their discount on a per-transaction basis. Each order must meet the minimum unit requirement to qualify for a High-Volume Discount.

Reports

CLP 4.0 reports include any orders for High-Volume Discount SKUs.

Serial numbers

New serial numbers are not issued for these licenses if the Program Member previously has ordered licenses for the same product.

Upgrade Plan

The Upgrade Plan option for High-Volume Discount orders is the same as for other CLP 4.0 orders. (Please see the Upgrade Plan section of this Program Guide for more information.)

Upgrade process

Program Members may upgrade all or none of the licenses ordered through the High-Volume Discount, following business rules for the product being upgraded. The High-Volume Discount can be applied to upgrade licenses and/or Upgrade Plan of eligible product as long as these are ordered in quantities that qualify for the High-Volume Discount.

Policies

Backward License policy

Adobe allows Program Members to order a current-version product but install a prior version. These Program Members can contact Adobe Customer Service to request a serial number for the earlier version, if they do not already have one. Media, documentation, and/or support for older product versions may no longer be available. The Program Member must follow all guidelines of the current-version EULA.

Concurrency

Program Members that have signed an education CLP 4.0 agreement may order concurrent licenses for lab or administrative use of Adobe products. However, this option may be subject to additional fees, and the Program Member must maintain and use adequate verification or monitoring software to manage the concurrency. Concurrency is not available to the commercial or government market segments except with FrameMaker UNIX shared.

Cross-language licensing

Each license, including upgrades, is issued in only one language, usually the local language, if available. However, if the Program Member purchases Upgrade Plan, and in the next product version either the license's original language is not available or the local language is added, the upgrade may be issued in the appropriate different language.

Program Members must buy new licenses to move from one language to another, unless the product is sold as language ALL.

Customer Service

Adobe Customer Service manages escalations for licensing customers. In North America, a dedicated help line is provided for Adobe licensing. Program Members may call 1-800-833-6687. Outside North America, Program Members should visit Customer Service International Support at www.adobe.com/support/intlsupport.html.

Home and laptop use

Software licensed at the office may be used at home or on a laptop, providing two people are not using the software at the same time, as described in the product EULA.

Media duplication

Program Members sign a schedule to their CLP 4.0 agreement in order to be authorized to duplicate media. Media duplication is subject to all the restrictions and requirements set forth in the applicable schedule.

Product activation

The activation process authenticates licensed users of certain Adobe products sold as “shrinkwrap” (retail), so that Adobe can ensure that each genuine copy of its software is not activated more than the permitted number of times. Program Members are excluded from product activation requirements. CD-ROM media ordered by a Program Member from Adobe or a designated ALC does not include activation technology. Program

Members are cautioned not to use shrinkwrap media. Adobe Customer Service will replace media at no charge when a Program Member claims to have protected media. (For more information on activation please visit www.adobe.com/activation/main.html.)

Note: Media ordered under the Student Licensing schedule of the CLP 4.0 agreement may include activation. In these cases, students are required to follow the activation process.

Transfer of license

Adobe's current EULA permits the transfer of software licenses to another person or legal entity. The CLP 4.0 policy allows Adobe software license transfers due to mergers, acquisitions, consolidations, or divestitures. Following is the policy for transfer of license:

- Active Upgrade Plan for a license must be transferred along with the license.
- Both the previous and new licensees must complete and sign the Transfer of License form.
- The transferee must agree to the terms of the EULA.
- CLP 4.0 points credit transfers to the new licensee.
- Program Members may transfer licenses to any other qualifying Program Member, as well as to any organization participating in the Transactional Licensing Program (TLP).
- Licenses acquired via Student Licensing (available in North America only) are not transferable by the student.

CLP 4.0 definitions

CLP 3.0 — The AOO Contractual Licensing Program available through July 16, 2004.

CLP 4.0 — The AOO Contractual Licensing Program that takes effect July 19, 2004.

Concurrency — The ability for more than one user to access an Adobe product at the same time, where the total number of concurrent users differs from the number of licenses ordered.

Cross-platform license — Each Macintosh or Windows license for a product at the same version on both platforms entitles the user to run the software on either platform, but not on both. The Program Member receives both a Macintosh and a Windows serial number with each transaction for every product license. Cross-platform licensing only applies to Macintosh and Windows platforms, not to other platforms such as UNIX, Linux, and so on.

Discount Level — A pricing level that a Program Member achieves under the CLP 4.0, based on the Program Member's initial order value plus incremental order values. The level is determined by the total points value of the products and Upgrade Plan ordered by the Program Member and its affiliates.

End User ID — The number that results when Adobe creates an account for a Program Member in the Adobe licensing system. All orders for that Program Member are linked to this number. Note: This number is different from the CLP 4.0 agreement number.

Initial order requirement — The minimum order that must accompany or immediately follow a signed copy of the CLP 4.0 agreement, in order to qualify the Program Member for participation in CLP 4.0.

Licensing Web Site — This is <https://www.licensing.adobe.com>, the source used by Adobe sales, the channel, and Adobe volume licensing customers for information on current accounts.

Points Value — A method of establishing a single worldwide CLP 4.0 value for Adobe desktop products and Upgrade Plan.

User — Any individual authorized by the licensee to access and use the CLP 4.0 for the licensee's own internal business purposes.

For more information

Contact your Adobe License Center or Adobe Customer Service, or visit www.adobe.com.

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