

Adobe® Open Options

CLP 4.5 Volume Licensing Program Guide

Version 1.0

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CLP 4.5 summary

The Adobe Open Options (AOO) CLP 4.5 is a two-year licensing membership with Adobe. A CLP 4.5 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 point value of that initial order, the Program Member achieves a discount level. The discount level applies for that order and for any additional orders placed during the life of the CLP 4.5 membership. A Program Member may improve its discount level as it accumulates points by purchasing licenses or Upgrade Plan during the term of its CLP 4.5 membership.

CLP summary by market

WORLDWIDE COMMERCIAL MARKET SEGMENT	
<i>Scope of participation (commercial organization)</i>	As defined in the Commercial CLP 4.5 membership terms and conditions
<i>Basis of CLP 4.5</i>	Total points value of initial order combined with future orders
<i>Discount levels (U.S., Canada 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>Membership</i>	Yes, between the Program Member and Adobe
<i>Membership term</i>	2 years
<i>Minimum reorder?</i>	No
<i>Concurrency available?</i>	No; except FrameMaker® UNIX® Shared (Concurrent)

WORLDWIDE GOVERNMENT MARKET SEGMENT	
<i>Scope of participation (government entity)</i>	As defined in the Government CLP 4.5 membership terms and conditions
<i>Basis of CLP 4.5</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>Membership?</i>	Yes, between the Program Member and Adobe
<i>Membership term</i>	2 years
<i>Minimum reorder?</i>	None
<i>Concurrency available?</i>	No, except FrameMaker UNIX Shared

WORLDWIDE EDUCATION MARKET SEGMENT	
<i>Scope of participation (educational entity)</i>	As defined in the Education CLP 4.5 membership terms and conditions
<i>Basis of CLP 4.5</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>Membership?</i>	Yes, between the Program Member and Adobe
<i>Membership 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.

Membership

Every new or renewing Program Member and/or Affiliate is required to enroll in the CLP 4.5 membership program with Adobe. CLP 4.0 Members retain their current memberships until renewal time.

The CLP 4.5 membership serves as the enrollment for the signing entity and any of the Program Member's affiliates that do not want to enroll as linked enrollments (see Enrollments section of this Program Guide).

Upon Adobe's acceptance of the CLP 4.5 membership enrollment, Adobe assigns a CLP 4.5 membership number.

The AOO 4.5 worldwide product point values list is published in the Adobe Discount Level Calculators on the Adobe Open Options pages at www.adobe.com.

Designated Adobe License Center or reseller

The Program Member, or its affiliate (if enrolled) designates an Adobe License Center (ALC) and if desired, a reseller, on the CLP 4.5 membership enrollment form. An ALC is a reseller authorized in writing by Adobe to offer the AOO CLP 4.5 for commercial, education, and/or government Program Members.

Note: In some locations, Program Members may order software products through a reseller that is not an ALC. In this case, the Program Member still must satisfy all obligations in the CLP 4.5 membership 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.

Affiliate Enrollments

Qualified affiliates (refer to the CLP 4.5 membership enrollment for a specific definition of affiliate) of a Program Member may submit a separate affiliate enrollment for participation in the Program that will enable 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 is governed by the terms and conditions of the CLP 4.5 membership.
- Each enrollment is assigned a unique number that is linked to the Program Member's CLP 4.5 membership 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 4.5 membership.
- The enrolled affiliate gets its own End User ID number.

Initial purchase requirement

Each new affiliate enrollment requires a minimum CLP 4.5 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 4.5 membership 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 4.5 membership 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 put 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 point 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 and any 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 4.5 membership number, which is assigned to the CLP 4.5 membership.

End User License Agreement

All use of the product is governed by the End User License Agreement (EULA). In certain cases, the terms and conditions of the CLP 4.5 membership take precedence over the EULA. These are clearly described in the CLP 4.5 membership terms and conditions.

Electronic Software Delivery

Adobe provides the main contact named on each enrollment or CLP 4.5 membership 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 4.5, Adobe provides ESD 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.

Adobe 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 4.5 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 or renewing Program Members and enrolling affiliates submit their CLP 4.5 enrollment form to Adobe. Promptly following Adobe's acceptance of terms, the Program Member, or affiliate will receive a CLP 4.5 Membership ID from Adobe.

Within 30 days of receipt of this Membership ID, the Program Member (or enrolled affiliate) must submit a purchase order for its initial order requirement to its designated ALC. The Program Member (or enrolled affiliate) 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 point value for the selected discount level, the order is not processed, serial numbers are not generated, and the order is returned for correction. If the Program Member (or enrolled affiliate) does not correct and resubmit the order within 7 days, Adobe sends the Program Member (or enrolled affiliate), designated ALC, and account manager an e-mail notice. Within the time limit stated in the e-mail, Adobe may provide the Program Member (or enrolled affiliate) with notice of termination of the CLP 4.5 membership.

Reorders and additional orders

The Program Member is not required to meet a minimum point value for orders after the initial order under its CLP 4.5 membership. These orders must include information about the use location of the newly installed licenses.

CLP 4.5 membership renewals

Adobe notifies Program Members and enrolled affiliates in advance of their CLP 4.5 membership expiration date that their CLP 4.5 membership is due to be renewed.

Renewals must be submitted 10 days before the CLP 4.5 membership expiration date in order to be executed on time. Otherwise, Program Members will be required to execute a new CLP 4.5 membership with a new initial order to establish a new discount level.

Program Members and enrolled affiliates keep the serial numbers and the End User ID from their prior CLP membership. However, the renewal CLP 4.5 membership is assigned a new CLP 4.5 membership 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 4.5 membership.

- 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 4.5 membership will be at the lower discount level.
- Upon request, Adobe will review a Program Member's order history from the CLP 4.5 membership'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 U.S. and Canada that select CLP Level 1 (minimum point value: 40,000).

- **Example 1** — The Program Member's initial order is valued at 40,000 points. Over the term of the CLP 4.5 membership, the Program Member places orders valued in total at 20,000 points. At the end of the CLP 4.5 membership, the Program Member has accumulated 60,000 points. This Program Member does not qualify to renew its CLP 4.5 membership 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 4.5 membership 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 4.5 membership 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 point 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 4.5 membership. If a CLP 4.5 membership is renewed without an initial order requirement, the associated enrollment schedules may be renewed without an initial order requirement. If a CLP 4.5 membership is not renewed for any reason, the associated affiliate enrollment schedules may not be renewed.

Reports

Adobe tracks orders of Adobe software licenses and of Upgrade Plan.

Program Members and enrolled affiliates 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 Program Member's CLP 4.5 enrollment 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 linked enrollment form has access only to information about orders placed by that affiliate under its linked enrollment.

Returns

Purchases made under a CLP 4.5 membership may only be returned for one of these reasons:

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

Adobe must approve any request for returns. The Program Member (or enrolled affiliate) 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 original order date. An Adobe Letter of Destruction provided by the ALC or reseller and with an original authorized signature from the Program Member (or enrolled affiliate) 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 (or enrolled affiliate) 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 4.5 membership to the new level.
- **Example 2** — The Program Member wishes to return 100% of its initial order and continue its CLP 4.5 membership. The request is approved only if it is accompanied by an order that meets the minimum initial point requirement 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 (or enrolled affiliates) receive serial numbers for both platforms, even when only one platform is licensed.
- Program Members and enrolled affiliates use their respective serial numbers for all of its installations of a given product.
- Serial numbers do not change when CLP 4.5 memberships are renewed.
- New serial numbers are issued for upgrades.

Upgrade Plan and upgrade licenses

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

An *upgrade license* is the license ordered when a Program Member and/or enrolled affiliates have an Adobe product and would like to move to a newer version, but has not purchased Upgrade Plan for that product. Program Members and/or enrolled affiliates not covered by Upgrade Plan should contact their designated ALC to order upgrade licenses as they become available and as the Program Member and/or enrolled affiliate 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 4.5 membership.
- Program Members and/or enrolled affiliates 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 and/or enrolled affiliates 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 an upgrade at no additional charge.

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 an upgrade license and media coupon at no additional charge to this Program Member.

- If Adobe discontinues a product for which a Program Member and/or enrolled affiliates have ordered Upgrade Plan, Adobe does not refund money.

Upgrade Plan renewals

Adobe will notify the Program Member and/or the enrolled affiliate 90 days before an Upgrade Plan is due to expire via e-mail. Program Members and/or enrolled affiliates must renew by their Upgrade Plan anniversary date or coverage will lapse. Early renewal does not change a Program Member’s and/or enrolled affiliate’s anniversary date.

Upgrade Plan ends on the last day of the Program Member’s CLP 4.5 membership.

Program Members and/or enrolled affiliates may order Upgrade Plan for any previously owned (legacy) Adobe products only within the first six months of their CLP 4.5 membership, and only if the products are at the current version.

After the first six months, Program Members and/or enrolled affiliates 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 4.5 membership 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 4.5				
Payment option	Month of the CLP 4.5 membership			
	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 and/or enrolled affiliates 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 and/or enrolled affiliates via e-mail when an upgrade is available and can arrange for media to be shipped at no charge.

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

- If the Program Member and/or enrolled affiliates are at the current shipping version, the Program Member and/or enrolled affiliate may purchase the appropriate upgrade license, if available.
- The Program Member and/or enrolled affiliate may purchase the full product license, if an upgrade license is not available.

Student Licensing

(Available in U.S. and Canada only)

Summary

Higher-education institution Program Members and/or enrolled affiliates in the U.S. and Canada may buy certain Adobe education products in volume for distribution to their student population at a price determined by the educational institution. This ability requires the educational institution to sign a Student Licensing schedule. 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 and/or enrolled affiliates 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 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 level or the number of student licenses purchased.

Order process

To participate, a qualified higher-education institution Program Member and/or enrolled affiliate must sign a Student Licensing schedule.

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

Each product coupon provides a unique access number and a web address the student must visit to register the product using the access number. Upon registering, the student receives the serial number required to install the product on the student's computer. The student must accept the End User License Agreement (EULA) before installation can be completed.

Each order under the Student Licensing schedule that is placed by a higher-education institution must include the minimum quantities shown in the following table:

Products available	Minimum order (licenses)	Reorder
Adobe Creative Suite Premium	25	25
Adobe Acrobat® Professional	25	25
Adobe Acrobat Standard	25	10
Adobe Video Collection Standard or Professional	10	10
Adobe After Effects Professional	10	10
Macromedia® Studio	500	100

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's designated contact person.

Documentation

Printed documentation is not available for purchase under the CLP 4.5 Student Licensing schedule.

Returns

Returns are not permitted under the CLP 4.5 Student Licensing schedule.

Upgrade Plan

Upgrade Plan is not available for purchase under the CLP 4.5 Student Licensing schedule.

Transfer of license

A license purchased under the CLP 4.5 Student Licensing schedule 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 unit quantities in a single transaction, Program Members and enrolled affiliates can earn greater discounts.

Availability

- In the U.S. and Canada: The High-Volume Discount is available to commercial, government, and education Program Members and enrolled affiliates.
- In Japan: The High-Volume Discount is available to commercial Program Members and enrolled affiliates.
- In Europe: The High-Volume Discount is available to commercial and education Program Members and enrolled affiliates.
- In the rest of the world: The High-Volume Discount is available only to commercial CLP 3.0 and education Program Members and/or enrolled affiliates.

Membership

There is no separate enrollment required. Participation in this CLP 4.5 option is accomplished through the use of a special SKU and greater discount levels are offered for high-volume orders for certain products within an existing CLP 4.5 membership.

Discount levels

Program Members and enrolled affiliates order the appropriate High-Volume SKU on the appropriate CLP 4.5 price list. They must meet a minimum unit quantity for each product they wish to purchase. Note: Different products may not be combined to reach the minimum unit quantity.

High-Volume Discount orders provide the same points as the license, upgrade license, or Upgrade Plan, depending on what is purchased.

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+

*Education Program Members and enrolled affiliates are eligible to order through the High-Volume Discount SKUs in the U.S., Canada, and Europe.

Reorders

High-Volume Discount 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 4.5 reports include any orders for High-Volume Discount SKUs.

Serial numbers

New serial numbers are not issued for these licenses if the Program Member or enrolled affiliate 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 4.5 orders. (Please see the Upgrade Plan section of this Program Guide for more information.)

Upgrade process

Program Members and enrolled affiliates may upgrade all, some, 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 and enrolled affiliates to order a current-version product but install a prior version. These 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 and its enrolled affiliates must follow all guidelines of the current-version EULA.

Concurrency

CLP 4.5 education members 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 or its enrolled affiliate 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 (or enrolled affiliate) 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 and enrolled affiliates 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 Adobe Open Options participants. In the U.S. and Canada, a dedicated help line is provided for AOO. Program Members and enrolled affiliates may call 1-800-833-6687. Outside the U.S. and Canada, Program Members and enrolled affiliates 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 secondary machine providing two people are not using the software at the same time, as described in the product EULA. Some restrictions may apply to Macromedia Term, Student and Site licenses.

Media duplication

Program Members and enrolled affiliates must sign a media duplication schedule in addition to their CLP 4.5 membership 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 and enrolled affiliates are cautioned not to use shrinkwrap media. Adobe Customer Service will replace media at no charge when a Program Member or enrolled affiliate claims to have protected media. (For more information on activation please visit www.adobe.com/activation/main.html.)

Transfer of license

Adobe’s current EULA permits the transfer of software licenses to another person or legal entity. The CLP 4.5 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 4.5 points credit transfers to the new licensee.
- Program Members or enrolled affiliates may transfer licenses to any other qualifying Program Member, as well as to any organization participating in TLP.
- Licenses acquired via Student Licensing (available in the U.S. and Canada only) are not transferable by the student.

CLP 4.5 definitions

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 — Where available, 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 CLP 4.5, based on the Program Member's initial order value plus incremental order values. The level is determined by the total point 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 CLP participant. All orders for that participant are linked to this number. Note: This number is different from the CLP 4.5 membership number.

Initial order requirement — The minimum order that must be placed within 30 days after Adobe issues a CLP 4.5 membership number, in order to qualify the Program Member for participation in CLP 4.5.

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

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

User — Any individual authorized by the licensee to access and use the CLP 4.5 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.

Adobe, the Adobe logo, Acrobat, and FrameMaker are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. Macintosh is a trademark of Apple Computer, Inc., registered in the United States and other countries. Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. UNIX is a registered trademark of The Open Group. All other trademarks are the property of their respective owners.

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