



Adobe Customer Support Program



Get the most out of your Adobe investment with an expert support program.

As you invest in Adobe technology for your critical business needs, don't let complex technical challenges slow you down. The Adobe Customer Support Program is designed to provide Adobe customers comprehensive and responsive support coverage in deploying and maintaining Adobe technology for critical workflows or business processes. Leverage the customer support program to unlock the Adobe solution potential for your business and identify more ways to achieve your business goals. No matter how complex your requirements, the help you need is only a phone call or a few clicks away.

Adobe Customer Support

- 24*7*365 responsive support
- Comprehensive coverage on technical issues and every day usage
- Direct access to world class Adobe experts, otherwise unavailable

Deploy your solution faster and more reliably

- Receive tips and best practices on how to install, configure, and customize the solution based on your requirements.
- Gain insights on security issues and integration with other software.

Mitigate risks and minimize disruptions

- Resolve technical issues immediately with access to 24*7 responsive support from Adobe experts.
- Get advice on handling major updates and upgrades with minimal disruption.

Keep users productive

- Leverage tips and best practices from Adobe on design, development, maintenance and everyday use to increase your team's productivity.
- Unlock the potential of the product for your business with "how to" support from Adobe.
- Schedule timely service reviews for continuous improvements.

Support program	Enterprise Support
Applicable to	<ul style="list-style-type: none"> Only VIP & ETLA customers (default)
Contract period	<ul style="list-style-type: none"> One to three years (for VIP) Three years (for ETLA)
No. of incidents	<ul style="list-style-type: none"> Unlimited
Support channels provided	<ul style="list-style-type: none"> Email support Phone support Chat support Knowledgebase Customer support portal Remote access
Bundled maintenance	<ul style="list-style-type: none"> Yes
Authorized contacts	<ul style="list-style-type: none"> Ten
Additional Services	<ul style="list-style-type: none"> Deployment assistance Patches and fixes
Upgrade plan	<ul style="list-style-type: none"> Included
Target response time**	<ul style="list-style-type: none"> Critical (priority 1): 30 mins Urgent (priority 2): 2 hours Important (priority 3): 4 hours Minor (priority 4): 1 business day
Hours of coverage	<ul style="list-style-type: none"> 24x7x365*
Service enhancements available	<ul style="list-style-type: none"> Technical solution management Additional contacts Premium services

*Mission-critical support is provided by telephone 24 hours a day, 7 days a week, 365 days a year only for priority 1 issues.

**Definition:

Critical (Priority 1)

: The problem results in extremely serious interruptions to a production system.

Urgent (Priority 2)

: The problem results in serious interruptions to normal operations, will negatively impact an enterprise-wide installation, urgent deadlines or at risk.

Important (Priority 3)

: The problem causes interruptions in normal operations.

Minor (Priority 4)

: The problem results in minimal or no interruptions to normal operations.

Value Incentive Plan (VIP)

: The Adobe Value Incentive Plan (VIP) is a subscription licensing program that makes it convenient for institutions of all sizes to purchase, deploy and manage Adobe products.

Enterprise Term License Agreement (ETLA)

: An Enterprise Term License Agreement is ideal for larger deployments across centralized organizations. Get cloud and desktop offerings and budget predictability over a three-year term, with one annual payment due on the same date each year.

Important Notice

As of 1st July 2019, *Adobe Software Assurance (ASA)* or *Maintenance and Support (M&S)* and *Gold Support* licensing plans are being discontinued worldwide for the following tech comm products:

- Adobe Technical Communication Suite
- Adobe FrameMaker
- Adobe RoboHelp
- Adobe FrameMaker Publishing Server
- Adobe RoboHelp Server

This means that starting 1st July 2019, worldwide customers will not be able to purchase new or renewal licenses for Adobe Software Assurance (ASA) or Maintenance and Support (M&S) and Gold Support plans for perpetual licenses of the above-mentioned products through Channel (Adobe authorized resellers). Customers, however, will still be able to purchase perpetual licenses of all the above-mentioned products through Channel (Adobe authorized resellers) under Transactional Licensing Program (TLP) and Cumulative Licensing Program (CLP). After 1st July 2019, customers who are currently enrolled for Adobe Software Assurance (ASA) or Maintenance and Support (M&S) and Gold Support plans for any of the above-mentioned products will continue to avail all the benefits for these programs till the expiry date of the current contract. Details on the various enterprise buying programs can be found [here](#).

For any queries, please write to us at techcomm@adobe.com



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