



Adobe TSM - Adobe Technical Solution Management (2014v1)

1. **TSM.** If Customer subscribes to TSM for On-premise Software and pays the TSM fee detailed in the applicable Sales Order (“Support Fee”), Adobe will provide the following TSM Services:

- 1.1 Augment the number of named technical support contacts provided in customer’s support agreement to a maximum of five (5) named technical support contacts.
- 1.2 Provide access to a team of designated contacts for the management of technical support issues.
- 1.3 Monitor complex or critical issues, and work closely with the Technical Support Managers for proper escalation.
- 1.4 24X7 support service responses for critical issues affecting eligible software products. This means Adobe will provide support for the applicable software products beyond the times mentioned in applicable Adobe technical support TSM. Response time objectives are:

<u>Priority</u>	<u>Severity*</u>	<u>Response Time</u>
1	Critical	30 minutes: 24/7
2	Urgent	1 business hour
3	Important	2 business hours
4	Minor	1 business day

*Severity definitions are as provided in the terms and conditions for Adobe technical support (Gold or Platinum).

- 1.5 For Priority 1 critical case requests, the response time will be thirty (30) minutes from the time Customer contacts Adobe. Customer will:
 - (A) Initiate all critical case requests via telephone,
 - (B) Reproduce the alleged error, and
 - (C) Provide Adobe with a designated contact during the remedy period, either onsite or by pager, to assist with data gathering, troubleshooting, testing and applying the proposed solution.
 - (a) In the event Customer does not fulfill these terms, Adobe, in its sole discretion, may downgrade the priority level of the case.
- 1.6 If Adobe, in its sole discretion, determines that remote troubleshooting and investigation techniques employed by Adobe have been unsuccessful and that on-site support is the most effective way to provide the services and deliverables, Customer will not be charged for such on-site support but will be charged for travel and living expenses.

2. **Term.** The period of time covered by TSM is a period of 12 months, provided that the underlying Adobe support is also valid until that date, or as otherwise provided in the applicable Sales Order. Thereafter, provided that Customer still subscribes to Adobe support, Customer has the option to renew TSM for additional twelve (12) month periods at the then-current annual TSM fee.

3. **Supported Products.** Not all Adobe products are eligible for TSM. Adobe will confirm the eligibility of an Adobe product upon Customer request.