ADOBE SUPPORT PLANS

Adobe Creative Cloud / Adobe Document Cloud (including Adobe Sign)

Standard | **Business** | Enterprise | Elite

Adobe provides a comprehensive range of technical resources to help support your business included as part of your Adobe enterprise subscription. This is enhanced with the BUSINESS support plan. BUSINESS support includes priority routing for support cases to ensure faster connection to more senior support resources on submitted cases. BUSINESS customers also benefit from access to our technical support teams for any product query via either the telephone or the support web portal, to help protect your business at the most critical times. BUSINESS customers will be able to leverage their Account Support Lead for support case escalation management to receive regular communications and updates for your most critical of support requests.

		Standard Support	Business Support
			Paid Support ($)
Assigned Experts	Account Support Lead		✓
	Named Support Engineer		
	Technical Account Manager		
Support Services	24x7 Self-Help Support	✓	✓
	24x7 Support via Chat / Phone	✓	✓
	Web Case Submissions	✓	✓
	Priority Case Routing		✓
	Accelerated Issue Prioritization		✓
	Escalation Management		✓
	Proactive Case Monitoring		
	In-Region Support Access		
	Service Reviews		
	Case Reviews		
	Solution Review		
	Roadmap Review		
	Additional Named Support Contacts		
	Upgrade/Migration Planning		
	Release Preparation and Planning		
	Executive Sponsor		

Service Level Targets: Initial Response

Priority	Standard Support	Business Support	Enterprise Support	Elite Support
PRIORITY 1 Customer's production business functions are down or have significant data loss or service degradation and immediate attention is required to restore functionality and usability.	24x7 / 30 minutes			
PRIORITY 2 Customer's business functions have major service degradation or potential data loss, or a major feature is impacted.	24x7 / 1 hour	Customers who purchase a Support Plan for applicable Adobe Products and Services receive priority case routing that fast-tracks cases to Adobe's Support Engineers.		
PRIORITY 3 Customer's business functions have minor service degradation but there exists a solution/workaround allowing business functions to continue normally.	Business day / 4 hours			
PRIORITY 4 General question regarding current product functionality or an enhancement request.	Business day / 1 day			

Business Support Features

Account Support Lead

An assigned Account Support Lead to monitor case progress and function as your escalation point and internal advocate within Adobe Support.

Priority Case Routing

Receive prioritized routing to ensure faster connection to more senior support resources on submitted cases.

Escalation Management

A designated point of contact within Adobe who can provide escalation assistance, regular updates and ensure priority is given to your most critical open support requests.

Accelerated Issue Prioritization

Receive higher prioritization on support case work through facilitated engagement with Engineering.

Standard Support Features

Community Forums

Continuous online access to a growing database of technical solutions, product documentation, FAQs and more. Connect with other customers on Adobe Community to share best practices and lessons learned..

Self-Help Portal

On-demand access to the online Self-help Support Portal review case status, and browse other resources, like our news and alerts, knowledge base, featured tips, and more.

Chat Support

Authorized Users (Admins) can start a chat session with Adobe Support to get answers and help with case submission.
Subject to local hours

Phone Support

Authorized Users (Admins) can call Adobe Support via phone to get answers and help with case submission.
Subject to local hours

Web Case Submission

Authorized Users (Admins) can submit unlimited web cases at any time for support issues for review by our technical support team.

Resources

Enterprise Learn & Support	Enterprise Learn & Support is a place where Adobe customers can find self-help tutorials, product documentation, instructor-led training, community and support for select Adobe Creative Cloud and Document products.
Adobe Support Community	The Adobe Support Community is the place to ask questions, find answers, learn from experts and share your knowledge.
Production Issues & System Outages	Status.adobe.com conveys the health information of all Adobe products and services that are deployed in multi-tenant environments. Customers can choose their subscription preferences to get email notifications whenever Adobe creates, updates or resolves a product event. This can include scheduled maintenance or service issues of varying levels of severity.
Terms and Conditions	Terms and conditions detailing Support Services offerings.

Regional Hours Of Operation And Language Support

Adobe's local business hours align to the customer's billing region.

Americas [1]	Europe, Middle East & Africa	Asia Pacific	Japan
24x7	9 am – 5 pm	9 am – 5 pm	9 am – 5:30 pm
[1]Americas Language support available in English only.			

Unparalleled Expertise **Accelerated Support** **Strategic Advice**

To learn more about Adobe Support Offerings and the right level for you, contact your Named Account Manager (NAM) or Customer Success Manager (CSM).

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