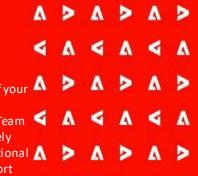# ADOBE SUPPORT PLANS

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 ENTERPRISE support plan. ENTERPRISE customers will benefit from our Named Support Engineer service, where a designated technical contact in the Adobe Support Team with deep experience in your solution will work in partnership with you and your technical teams to ensure timely resolution of all support requests. Your support team can also help coordinate and arrange delivery of the additional ENTERPRISE benefits ensuring minimal disruption to your business at the most critical times. ENTERPRISE support plan customers can also take advantage of our detailed and in-depth technical product documentation and current release notes.

		Standard Support	Enterprise 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		2/year
	Case Reviews		1/month
	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			

Enterprise Support Features

Named Support Engineer

A designated Support Engineer who becomes familiar with your solution environment and business goals. The NSE is an experienced support engineer that helps coordinate your Enterprise Support experience.

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.

Proactive Case Monitoring

A designated point of contact within Adobe will actively monitor open cases and take proactive and preventive actions to ensure timely resolution.

Case Reviews

Regularly scheduled reviews of open support requests, ensuring customer alignment on case description, business impact, status, priority and agreement on next steps required to ensure a timely resolution.

Service Reviews

Comprehensive bi-annual review of Enterprise program services, benefits and support performance. May be combined with other strategic business reviews held with Adobe.

In-Region Support Access

Receive support from members of our Adobe Support Team located within your global region. This may include in-country and/or in-language support.

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 scope of Adobe Support, Local 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).