



Adobe Gold 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. Leverage an expert support program to realize the potential of Adobe solution for your business.

The Adobe Gold Support Program is designed to provide Adobe customers a comprehensive and responsive support coverage in deploying and maintaining Adobe technology for a critical workflow or business process. Leverage the Gold 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 Gold Support

- 24*7*365 responsive support
- Comprehensive coverage on technical issues and every day usage
- Direct access to world class Adobe experts found nowhere else

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 as quickly as they arise 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
- Facilitates timely service reviews for continuous improvements

Program Framework and Features

PROGRAM FRAMEWORK

Contract Period	One year
Number of incidents	Unlimited
Authorized contacts	Four
Service enhancements options	<ul style="list-style-type: none"> • Additional Authorized Contacts • Advantage Support Program • Enterprise Solution Management • Upgrade Plan

Adobe Gold Support Program provides the option to purchase enhancement services including Advantage Support Program, Enterprise Solution Management and an Upgrade Plan.

PROGRAM FEATURES

RESPONSIVE									
Hours of coverage	24x7x365								
Target Response Time*	<table> <tr> <td>Critical (Priority 1):</td> <td>1 hour</td> </tr> <tr> <td>Urgent (Priority 2):</td> <td>2 hours</td> </tr> <tr> <td>Important (Priority 3):</td> <td>4 hours</td> </tr> <tr> <td>Minor (Priority 4):</td> <td>1 business day</td> </tr> </table>	Critical (Priority 1):	1 hour	Urgent (Priority 2):	2 hours	Important (Priority 3):	4 hours	Minor (Priority 4):	1 business day
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COMPREHENSIVE									
Service scope	<ul style="list-style-type: none"> • Break-Fix • Deployment Planning Support • General "How to" assistance • Patches and Fixes • Remote diagnostics • Self-help resources <ul style="list-style-type: none"> - Knowledge base - Product forums 								
MULTI-CHANNEL									
Support channels	<ul style="list-style-type: none"> • Phone support • Email support • Customer Support portal 								

***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

For more information

To learn more about the Gold Support Program, contact your Adobe Channel Partner or Adobe Sales Representative