

Adobe Improved Upgrade Plan

Access utilities and plug-ins, seek training and consulting enablement, buy Adobe development support, and optimize your upgrade strategy



The latest available versions of the following Adobe products are eligible for Improved Upgrade Plan coverage:

- Adobe Technical Communication Suite
- Adobe FrameMaker
- Adobe RoboHelp

The Adobe Improved Upgrade Plan is unique to Adobe® Technical Communication Suite, FrameMaker® and RoboHelp® software and is different from the current Adobe Upgrade Plan or the Adobe Enhanced Upgrade Plan. The Improved Upgrade Plan offers more benefits at no additional cost and is applicable only to the latest versions of Adobe Technical Communication Suite, FrameMaker, and RoboHelp.

With the new Adobe Improved Upgrade Plan, commercial, government, and education Adobe Volume Licensing (AVL) customers now have immediate access to all qualified Adobe Technical Communication Suite, FrameMaker, and RoboHelp product upgrades. Take the guesswork out of software budgeting and potentially lower your total cost of ownership with expanded access to technical support and productivity-boosting learning resources. Get exclusive access to enhanced utilities and plug-ins, and seek training and consulting enablement support from Adobe. Buy development support from Adobe, if needed. With online tools that are available 24x7, you can also streamline your software management process—all while maximizing the overall value of your Adobe software investment.

Top reasons to buy the Adobe Improved Upgrade Plan

NEW End-user access to Adobe technical support (Gold level support)—Reduce administrative overhead, minimize downtime, and boost productivity with end-user access to Adobe support resources. The Improved Upgrade Plan extends the support included with your Cumulative Licensing Program (CLP) or Transactional Licensing Program (TLP) membership and adds technical support incidents to cover basic usage questions and troubleshooting unexpected behavior related to documented features. The Improved Upgrade Plan for TLP customers offers 24 months of upgrade coverage. Your organization pays Improved Upgrade Plan costs up front and has the option to renew for a third year at the end of the 24-month coverage period. Government TLP customers can purchase either a 12-month or a 24-month coverage period. The Improved Upgrade Plan runs concurrently with CLP membership. If your organization is a CLP member, you can enroll in and renew both plans at the same time. CLP customers can purchase anything from a 3-month to a 24-month coverage period. The Improved Upgrade Plan is available to CLP customers in increments of 3-month coverage blocks, the minimum coverage being for 3-months and the maximum being for 24-months. CLP and TLP customers who purchase the Improved Upgrade Plan are eligible for unlimited support incidents. All end users in your organization will have access to telephone support during standard business hours and online access to the Adobe Knowledgebase for self-help service. The Adobe Support Certificate will be delivered at the official registered email account shortly after purchase.

Why invest in the Improved Upgrade Plan?

- Enjoy Gold level support.
- Benefit from exclusive access to enhanced utilities and plug-ins.
- Take advantage of training & consulting enablement.
- Enjoy special rights to purchase Adobe development support.
- Gain a competitive advantage by using the latest technology.
- Help ensure your entire organization has access to the latest software versions for the products covered under this plan.
- Increase staff efficiency with one central location to download all upgrades.
- Receive proactive notification when product upgrades are available.
- Make your software budget more predictable.
- Reduce administrative overhead.

NEW Exclusive access to enhanced utilities and plug-ins—This unique benefit enables you to download utilities and plug-ins targeted to improve user productivity. You will receive an email in your Adobe Licensing Web Site (LWS) account regarding your entitlement to this benefit. Note that it may take a few days to get the required access in place.

NEW Training and consulting referrals—This benefit entitles you to ask Adobe to refer a specialized consultant to meet your needs. If your company has training or consulting requirements, and you are looking for an appropriate consultant, Adobe can refer relevant consultants, who can be contacted to pursue the matter. Reach out to Adobe at the following email addresses:

- Technical Communication Suite consulting: referralfortcs@adobe.com
- FrameMaker consulting: referralforFM@adobe.com
- RoboHelp consulting: referralforRH@adobe.com

Adobe's role is limited to referral. Adobe will not be part of any contract made between your company and a consultant.

NEW Ability to purchase specialized Adobe development support—This benefit makes you eligible to purchase development support from Adobe for FrameMaker and RoboHelp. If you have planned or existing development around these two products and need Adobe's help in resolving some critical issues or guidance from the Adobe development team, you can take advantage of this service. For further details, email:

- FrameMaker development support: devsupportforFM@adobe.com
- RoboHelp development support: devsupportforRH@adobe.com

Potential savings on future software upgrades—For a percentage of a full license per product per year, you automatically receive upgrades for the Adobe products covered by the Improved Upgrade Plan (Latest available versions of Technical Communication Suite, FrameMaker and RoboHelp) for the term of your enrollment. Now you can lock in a potentially lower set price for future upgrades and protect your organization from future changes in the cost of product upgrades.

Ability to plan your software upgrade strategy and achieve budget predictability—Take the guesswork out of your software budget and streamline planning with the new Improved Upgrade Plan from Adobe. By investing in the Improved Upgrade Plan, your organization can lock in a set price for all future Technical Communication Suite, FrameMaker and RoboHelp upgrade licenses that are released during the length of your Improved Upgrade Plan coverage period. This takes the guesswork out of software budgeting and gives you tomorrow's software at today's prices.

Easy management of multiple versions of Adobe software across your organization—Manage Adobe software versions and licenses of Technical Communication Suite, FrameMaker and RoboHelp to maximize your organization's productivity. Standardize software versions across your organization or enable users to choose their preferred version based on their individual needs and preferences. You also have the flexibility to determine which licenses to upgrade and to select an upgrade plan for as few or as many products as you choose.

Automatic access to product updates—Gain a competitive advantage by keeping your team up to speed and equipped with the latest software innovations from Adobe. Help ensure that your entire organization is always using the latest technology with timely notifications of product upgrade availability. With online tools that are available 24x7, you can also streamline your software management process—all while maximizing the overall value of your Adobe software investment.

Software licensing management tools—Streamline the administrative overhead associated with keeping your Technical Communication Suite, FrameMaker and RoboHelp software current by upgrading multiple users across multiple departments and locations. With proactive upgrade alerts and centralized electronic downloads, you can access and implement Adobe software upgrades across your entire organization quickly and efficiently.

To order the Adobe Improved Upgrade Plan, please contact a licensing specialist or an Adobe Certified reseller.

- Contact a licensing specialist: 800-433-8158
- Find a reseller at partners.adobe.com/resellerfinder/na/reseller.jsp.

New Improved Upgrade Plan vs. current Upgrade Plan

AVL Program Features	Improved Upgrade Plan		Current Upgrade Plan
	CLP	TLP	CLP/TLP
NEW User access to Adobe technical support (Gold level support)	Unlimited	Unlimited	
NEW Exclusive access to enhanced utilities and plug-ins	Yes	Yes	
NEW Training and consulting enablement	Yes	Yes	
NEW Ability to purchase specialized Adobe development support	Yes	Yes	
Plan your software upgrade strategy and achieve budget predictability	Yes	Yes	Yes
Easy management of multiple versions of Adobe software across your organization	Yes	Yes	Yes
Automatic notification of new software releases	Yes	Yes	Yes
Access to AVL 5 software management tools	Yes	Yes	Yes

For more information

To learn more about Adobe Volume Licensing, contact your Adobe sales representative or visit www.adobe.com/aboutadobe/volumelicensing.



Adobe

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