



Online | **Business** | Enterprise | Elite

Adobe provides a comprehensive range of technical resources to help support your business, included as part of your Experience Cloud license subscription and enhanced in the BUSINESS support package. BUSINESS support includes access to personalized learning paths and monitored community forums via the Adobe Experience League. You can also take advantage of our detailed and in-depth technical product documentation and current release notes. 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 receive regular communications and updates from their Account Support Lead in addition to support case escalation management for your most critical of support requests.

| | | Online Support | Business Support |
|------------------|--|----------------|-------------------|
| | | | Paid Support (\$) |
| Assigned Experts | Account Support Lead | | ✓ |
| | Named Support Engineer | | |
| | Technical Account Manager | | |
| Support Services | Online Support | Business hours | Business hours |
| | 24x7x365 P1 Issue Support | ✓ | ✓ |
| | Named Support Contacts (per product) | 4 | 6 |
| | Live Telephone Support | | ✓ |
| | Escalation Management | | ✓ |
| | Service Reviews per Year | | |
| | Expert Sessions per Year | | |
| | Case Reviews | | |
| | Event Management | | |
| | Environment Review, Maintenance & Monitoring | | |
| | Release, Migration, Upgrade & Product Roadmap Review | | |
| | Cloud Support Activities – Experience Manager as Cloud | | |
| Field Services | Launch Advisory Services – First Year of new solution | | |
| | Field Service Activities | | |

Service Level Targets:Initial Response

| Priority | Online Support | Business 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 / 1 hour | 24x7 / 1 hour |
| PRIORITY 2 Customer's business functions have major service degradation or potential data loss, or a major feature is impacted | Business hours / 4 hours | Business hours / 2 hours |
| PRIORITY 3 Customer's business functions have minor service degradation but there exists a solution/workaround allowing business functions to continue | Business hours / 6 hours | Business hours / 4 hours |
| PRIORITY 4 General question regarding current product functionality or an enhancement request | Business days / 3 days | Business days / 1 day |

Business Support Features



Account Support Lead

A designated Account Support Lead to proactively monitor cases, drive cross-team collaboration, deliver onboarding webinars, run service reports, provide non-technical support assistance, and function as your escalation point and internal advocate within Adobe Support.



Live Telephone Support

Customers can submit support cases via Phone for all P2, P3, P4 issues during regional support hours. There are no upper limits on the number of times you can call into support. Customers can also request a call back from support or request a meeting to demonstrate or work through an issue using a shared remote desktop session.



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.



Business Services

An Account Support Lead will host webinars covering an overview of business support services.

Online Support Features



Community Forums Online Forums

Continuous online access to a growing database of technical solutions, product documentation, FAQs and more. Thousands of customers can connect to share best practices and lessons learned.



24X7 P1 Phone Support

Authorized users or Named Support Contacts can submit issues through all available channels (including phone for P1) and interact with our technical support team on behalf of your company.



Experience League Self-guided Journeys

Experience Makers are made with Experience League. Customers can kickstart their Customer Experience Management abilities with personalized learning to develop skills, engage with a global community of peers, and earn career advancing recognition.



Office Hours Webinars

Office Hours is an initiative led by the Adobe Customer Support team. These sessions are designed to inform as well as help participants troubleshoot problems and provide tips and tricks to be successful with Adobe Experience Cloud.



Live Chat Support* Chat Support

Start a chat session to get answers & help with case submission
**Not all products have live chat support.*



Self-Help Portal 24/7 Support Portal

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

Resources

| | |
|--|--|
| Experience League | Experience League is how Adobe helps businesses achieve the value they expect from their Adobe investment. It's the unified place where customers can learn, connect, and grow along a personalized path to success that includes self-help tutorials, product documentation, instructor-led training, community and technical support. |
| Training | Adobe Digital Learning Services courses are accessible from Experience League. Learning courses integrate both on-demand and instructor-led lessons. Here you can accrue skills that have recognized market value and position them to drive success in your organizations. |
| 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. |
| Business Support Website | Adobe Business Support website |
| Terms and Conditions | Terms and conditions detailing Support Services offerings |

Regional scope of Adobe Support, Local Hours Of Operation And Language Support

The Regional scope of Adobe Support is established by aligning the customer's billing address (via the Sales Order or other Adobe Support purchasing document) to one of the following regions:

| Americas | Europe, Middle East & Africa | Asia Pacific | Japan ¹ |
|--|------------------------------|--------------|--------------------|
| 6 am – 5:30 pm | 9 am – 5 pm | 9 am – 5 pm | 9 am – 5:30 pm |
| Language support is only available in English and Japanese. <i>*Adobe Commerce excludes Japanese languages support.</i> ¹ P2, P3, P4 cases are limited to business hours only in Japan. | | | |



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)