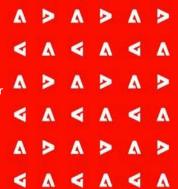# ADOBE SUPPORT PLANS

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. Standard support includes 24x7 access to our self-help support resources including articles on HelpX and engagement with other customers on Adobe Community. You can take advantage of our detailed and in-depth technical product documentation and current release notes published on http://www.adobe.com. Our standard support also includes 24x7 access for Authorized Users (Admins) to our technical support teams via chat or telephone as well as the ability to log requests for assistance via our support web portal.

		Standard Support	Business Support	Enterprise Support	Elite Support
			Paid Support Levels ($)		
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	4/year
	Case Reviews			1/month	2/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			

Standard Support

Adobe Customer Support offers access to resources for documentation and engagement with other experts and customers for best practices. Several channels are also available for questions and case submissions.

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 to review case status and browse other resources like our knowledge base, news and alerts, 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

[Experience League](#)	Experience League 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.

Core 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).