

Advantage Support Program Service Agreement

The following sets forth the terms and conditions under the Advantage Support Program:

1. Services.

1. The technical support services provided by Adobe to a customer who has purchased Advantage Support, when customer has also purchased Adobe Support, are to:
 1. Augment the number of named technical support contacts provided in customer's support agreement to a maximum of five (5) named technical support contacts.
 2. Provide access to a team of designated contacts for the management of technical support issues.
 3. Monitor complex or critical issues, and work closely with the Technical Support Managers for proper escalation.
 4. 24X7 support service responses for critical issues affecting eligible software products. This means Adobe shall provide support for the applicable software products beyond the times mentioned in Adobe Support agreement. Response time objectives are:

<u>Priority</u>	<u>Severity*</u>	<u>Response Time</u>
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1	Critical	30 minutes: 24/7
2	Urgent	1 business hour
3	Important	2 business hours
4	Minor	1 business day

5. *Severity definitions are as provided in the terms and conditions for Adobe Support.
2. For Priority 1 critical case requests, the response time shall be thirty minutes from the time customer contacts Adobe. Customer shall:
 1. Initiate all critical case requests via telephone.
 2. Reproduce the alleged error.
 3. Provide Adobe with a designated contact during the remedy period, either onsite or by pager, to assist with data gathering, troubleshooting, testing and applying the proposed solution.

In the event customer does not fulfill these terms, Adobe, in its sole discretion, may downgrade the priority level of the case.

3. If Adobe, in its sole discretion, determines that remote troubleshooting and investigation techniques employed by Adobe have been unsuccessful and that on-site support is the most effective way to provide the services and deliverables, customer will not be charged for such on-site support but will be charged for travel and living expenses.

2. **Term.**

The period of time covered by Advantage Support is a period of 12 months, provided that the agreement and Adobe Support is valid until that date. Thereafter, provided that the customer still subscribes to Adobe Support, customer has the option to renew Advantage Support for additional twelve (12) month periods at the then-current annual fee which customer can obtain from an authorized reseller of Adobe software and support programs.

3. **Fees.**

The annual fee for customer for Advantage Support is as agreed between customer and the Adobe channel entity from which customer orders Advantage Support.

4. **Supported Products.**

The Adobe software being licensed by customer under its support agreement can be registered under Advantage Support provided they are eligible for the same.

5. **General.**

The support enhancements hereunder shall be governed generally by the terms applicable to Adobe Support, except as specifically modified by these terms.