



CustomerFirst®

Your

ready-to-use

technical support

options.

LOOK

inside!

Keep this handy!



CustomerFirst®

Adobe CustomerFirst is a portfolio of complimentary and fee-based service options that comes with every Adobe product you buy. Our award-winning service offers you a choice of person-to-person telephone support options, as well as unlimited, 24-hour access to our free technical information resources.

Use your complimentary

phone support period.

Your registered Adobe product includes a period of complimentary, person-to-person phone support that begins with your first call. Just dial the technical support number for the Adobe product you own, and you're on your way to resolving your issue with our expert staff alongside you.

How to use complimentary person-to-person support

You pay only the cost of the call. You may activate your support period at any time after you register a product. Each product has its own support duration. Technicians are available Monday through Friday, 6 A.M. to 5 P.M. Pacific Standard Time.

Look up your Adobe product's technical support number

- By e-mail** Send e-mail to **techdocs@adobe.com** with **499908** in the subject line. (No other message is necessary.)
- By fax** Call our FaxYI line at **206-628-5737** and request Document 499908.
- By phone** Call **800-879-3219** and listen to the automated directory.

How long your product's complimentary support period lasts*

For Level I products

Receive support for one incident for a first-time or upgrade[†] purchase.

Adobe Art Explorer™	Adobe Streamline™
Adobe Dimensions®	Adobe SuperPaint®
Adobe File Utilities	Adobe TextureMaker™
Adobe FrameViewer®	Adobe Type Manager® (ATM®)/SuperATM®
Adobe Gallery Effects®	Adobe Type Twister™
Adobe HomePublisher™	Type packages and products
Adobe PageMill™	Limited Edition (LE) versions of products
Adobe PhotoDeluxe™	Not for Resale (NFR) versions of products

For Level II products

Receive 90 days of support for a first-time purchase, or 30 days for an upgrade.[†]

Adobe Acrobat®	Adobe PageMaker®
Adobe After Effects™	Adobe Persuasion®
Adobe Font Folio™	Adobe Photoshop®
Adobe FrameMaker®	Adobe Premiere®
Adobe FrameMaker + SGML™	Adobe SiteMill™
Adobe Illustrator®	

*Free products, such as Adobe Acrobat Reader software, come with person-to-person technical support only through our pay-as-you-go options or an annual, multiproduct support agreement (both described in this brochure).

†An upgrade is a subsequent version of an Adobe product you have already purchased (e.g., versions 4.1 and 5.0 are upgrades to version 4.0). An update contains minor adjustments (e.g., version 4.01 is an update to version 4.0).

Pay as you go

for occasional help.

Adobe CustomerFirst offers two pay-as-you-go options, so you can pay for assistance as the need arises after your complimentary support period ends.

Get toll-free phone

support with an annual agreement.

The best option for extending person-to-person support is through an Adobe CustomerFirst Alliance annual support agreement. One price buys you a year's worth of toll-free, priority-routed access for any (or all) of the Adobe products you own.

To sign up, 
800-685-3652

and extend your telephone support for a year.

The telephone support options described here are available only in the U.S. and Canada. See the back page for support options in other areas.

How to use pay-as-you-go support

You pay the phone charge and any additional fee. Please have your product serial number or Adobe customer ID number handy. All prices quoted are in U.S. dollars.

900-number access

Charged to your phone bill. Available only in the U.S.

Windows® products:	Pay \$2/minute. Call 900-555-2200 .
Macintosh® products:	Pay \$2/minute. Call 900-555-3300 .
UNIX® products:	Pay \$3/minute. Call 900-555-4400 .

Flat fee

Charged to your credit card. Fee covers the support needed to resolve an issue. Available only in the U.S. and Canada.

Macintosh or	
Windows products:	Pay \$25/incident. Call 206-441-5142 .
UNIX products:	Pay \$40/incident. Call 206-441-5142 .

How to buy a CustomerFirst Alliance support agreement

You pay one fee for a year of toll-free support. Additional registered products can be added to the multiproduct contracts at no additional charge. Three options are available to meet your particular needs. Available only in the U.S. and Canada. All prices quoted are in U.S. dollars.

Alliance Toll-free access, priority routing	For one person wanting support for only one Adobe product Example: Support for only Adobe PageMaker	Macintosh product: \$149/year Windows product: \$149/year UNIX product: \$249/year
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Alliance Plus Toll-free access, priority routing	For one person wanting support for multiple Adobe products (any combination) Example: Support for Adobe Illustrator and Adobe Photoshop for Macintosh and Windows, and Adobe font software	Macintosh and/or Windows products: \$399/year UNIX products: \$599/year
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Alliance Premium Toll-free access, priority routing, and quarterly usage statement	For workgroups wanting support for multiple Adobe products (any combination) Example: Support for multiple users and copies of Adobe FrameMaker, Adobe Acrobat, and Adobe Illustrator	Macintosh and/or Windows products: \$1,999/year for the first ten users, and \$199 for each additional user UNIX products: \$1,999/year for the first five users, and \$399 for each additional user
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Access free technical info

on-line—any time, any day.

If you have e-mail, a fax machine, Internet access, an on-line communications service, or a modem, you have round-the-clock access to free technical information on-line.

How to retrieve free technical information

You pay only the cost of the connection.

By e-mail

Send an e-mail to **techdocs@adobe.com** to receive an automatic e-mail response containing a technical reference document, fact sheet, or answers to common questions. Over 1,000 technical documents are available. (When you send your first e-mail to this service, you'll receive an e-mail with complete instructions about how to request documents.)

By fax

Call our FaxYI line at **206-628-5737** to receive automatic faxes of fact sheets and answers to common questions for your Adobe products. Over 1,400 technical reference documents are available. For an index, follow the phone prompts and have your fax number handy.

By Internet

Visit the Adobe home page on the World Wide Web at **<http://www.adobe.com>** to browse through and download information and technical papers, as well as software updates, drivers, filters, and patches for your Adobe products.

By on-line services

Go to our Adobe forum on CompuServe, America Online (AOL), or The Microsoft Network® (MSN®) and talk to other Adobe customers to discover solutions and exchange ideas about similar issues. You'll find software updates, drivers, filters, and patches here as well.

CompuServe: Type ADOBEAPP at the GO prompt.

AOL: Type ADOBE in the Keyword dialog box (Go To menu).

MSN: Choose Edit > Go To > Other Location, then type ADOBE.

By modem

Dial up Adobe's bulletin board system at **206-623-6984** to download information and technical papers, as well as software updates, drivers, filters, and patches for your Adobe products.

Live outside of the

U.S. and Canada?

The telephone support services offered through Adobe CustomerFirst are available only in the U.S. and Canada. However, if you live outside of the U.S. and Canada, you can still access our free on-line technical resources, and you can contact a local Adobe distributor or other third party who may provide technical support in your area. Visit our World Wide Web site at **<http://www.adobe.com>** for information about how to contact an Adobe distributor in your country.



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