

# Adobe™ Acrobat™ Reader Support Options

To get the most value out of your Adobe Acrobat products, particularly when installing and integrating new hardware and software, consider Adobe's support programs. Whether you need support for a single user or a corporation of thousands, there's an Adobe support program to meet your needs.

**Ongoing Free Support** — For all registered users of Adobe Acrobat products. Ongoing free support options include:

- CompuServe Q & A — GO ADOBE
- Adobe electronic bulletin board — Dial 408-562-6839
- Adobe Automated Technical Support — A computer-driven diagnostic system with answers to the most commonly asked technical questions. Call 408-986-6560, 24 hours a day, 7 days a week
- Adobe Fax Request Line — An easy way to request technical notes by fax. Dial 408-986-6560, 24 hours a day, 7 days a week

**Adobe Response™** — Gives you one year of support for one user, or 15 hours of service, whichever comes first, for \$150 suggested retail price. Adobe Response includes:

- Toll-free telephone support
- Priority in telephone queue
- Toll-free access to the Adobe Fax Request Line and the Adobe Automated Technical Support system

**Just In Time 900 Number** — Pay for support as you need it. Each minute is \$2.00. Call 900-555-ADOBE (900-555-2362)

**Just In Time Hourly Rate** — Pay for support as you need it via Visa, Mastercard or American Express. \$25 for 15 minutes. Call 800-87-ADOBE (800-872-3623)

**Adobe Corporate Support Programs** — Adobe offers Corporate Help Desk Response to provide your internal support staff with technical training on Adobe products. We can also create a customized corporate support program that meets the needs of your company.

For more information and pricing on any Adobe support or training program, or for information on upgrading to Acrobat Exchange, please call 800-87-ADOBE (800-872-3623).

*Prices subject to change without notice.*

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