

# 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 US electronic bulletin board — Dial +1-408-562-6839
- Adobe US Automated Technical Support — A computer-driven diagnostic system with answers to the most commonly asked technical questions. Call +1-408-986-6560, 24 hours a day, 7 days a week
- Adobe US Fax Request Line — An easy way to request technical notes by fax. Dial +1-408-986-6560, 24 hours a day, 7 days a week

**90-Day Free Support** — Direct telephone access to an Adobe technical support engineer for 90 days after your first call. Adobe's European Customer Support Center has different phone lines where native speaking support engineers are ready to help you. Please call one of the following numbers for receiving support:

- |                          |                          |
|--------------------------|--------------------------|
| • Dutch: +31-55-384245   | • Spanish: +31-55-384251 |
| • German: +31-55-384246  | • French: +31-55-384252  |
| • English: +31-55-384249 | • Swedish: +31-55-384254 |
| • Italian: +31-55-384250 |                          |

Or send a fax to: +31-55-434455

**Adobe Response** — Gives you one year of support for one user up to a maximum number of hours. Adobe Response includes:

- Toll-free telephone support
- Priority in telephone queue
- Access to Adobe's European Fax Request Line and the European Automated Technical Support system.

**Just In Time Toll Number** — Pay for support as you need it, by surcharges per minute per call.

**Just In Time Hourly Rate** — Pay for support as you need it, per 15 minutes, payable on-line via the most used Credit Cards.

**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, please call Adobe's European Customer Support Center:

- |                          |                          |
|--------------------------|--------------------------|
| • Dutch: +31-55-384245   | • Spanish: +31-55-384251 |
| • German: +31-55-384246  | • French: +31-55-384252  |
| • English: +31-55-384249 | • Swedish: +31-55-384254 |
| • Italian: +31-55-384250 |                          |

Or send a fax to: +31-55-434455

*Due to the phased implementation of the support program in Europe, program features and prices are subject to change without notice.*

*Adobe and Acrobat are trademarks of Adobe Systems Incorporated which may be registered in certain jurisdictions.*

*Copyright © 1993 Adobe Systems Incorporated. All rights reserved.*