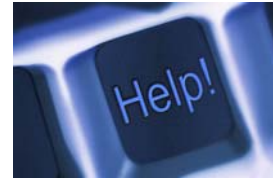


Direct Support Program

SupportObjective offers product focused set of services offering customers access to product experts through support programs, technical resources, online tutorials, onsite consulting, and training.



The SupportObjective Direct Support Program is a premium support offering available for companies that need direct access to product experts for their mission critical applications. The key distinguishing features include direct access to a product support consultant along with enhanced service level agreements giving members the highest level of support for critical issues. Please read the below program matrix for a program feature comparison.

The SupportObjective Advantage:

- Product Experts with real world knowledge of the products they support.
- U.S. Based Regional Support
- Direct contact for quick access to your assigned support consultant

Program Feature Matrix	Direct Support
Unlimited Support Tickets	✔
Case Intake Email	✔
Case Intake Direct Access	✔
In-region Personalized Support	✔
Technical Content Access	✔
SLA for Critical Issues	✔
24/7 Critical Issue Support	Optional
Dedicated Technical Expert	✔
Quarterly Case Review	✔

Why do you need Direct Support:

- Access to product experts can help you achieve success.
- System Administrators require product knowledge to isolate server outages
- Get issues quickly identified and moving to resolution with target SLAs
- Access to product experts with years of experience with all aspects of the product.
- Protect your uptime with optional 24/7 support

Feature Descriptions

Unlimited Support Tickets	All Direct Programs allow contacts to submit an unlimited number of support tickets
Case Intake Email	An issue can be emailed in to initiate a support ticket.. The issue will have target SLAs according to the program.
Case Intake Direct Access	As part of the advantages of Direct Support all designated contacts will have the ability to call your Support Consultant directly to open a new Support Ticket.
In-region Personalized Support	SupportObjective has Consultants on each coast of the United States.
Technical Content Access	All designated contacts will have access to our growing number of technical articles and content.
Number of Contacts	Direct Support allows for a distinct number of contacts to initiate new issues and to gain access to the technical content.
SLA for Critical Issues	Service Level Agreements response and resolution times will be placed on all urgent issues.
24/7 Critical Issue Support (optional)	For issues classified as Critical, usually meaning production server down, you are able to call after hours to reach your Support Consultant. This is an optional add-on to Direct Support plans with an additional fee.
Dedicated Support Expert	With Direct Support you will have all direct access contact information for your Support Consultant including phone numbers and email addresses.
Quarterly Case Review	During the initial 2 weeks of your program 4 dates will be chosen and scheduled for an issue activity review with all contacts and management.

* **Priority Levels:** To ensure proper attention to your critical issues, a priority level will be given to each support ticket submitted. The priority levels will be as follows: Critical, production level server down (Available with 24/7). High, non-critical urgent issue, Medium, important issue. Low, how-to questions or minor issues. Your designated contacts will be asked to provide information when submitting an issue to determine its priority level.



ColdFusion Programs

SupportObjective offers Direct Support for ColdFusion supported versions and platforms. SupportObjective can provide troubleshooting and workaround assistance for older unsupported versions of ColdFusion, but we will not be able to pursue vendor provided bug fixes or security patches.

Adobe lists the supported ColdFusion versions on the page linked below:
<http://www.adobe.com/support/programs/policies/supported.html>