**NERCOMP Adobe ETLA Frequently Asked Questions**

1. **Is this a new contract?** Yes, you will be entering a new 3-year contract
2. **What if I only want to cover some of my students?** You can set up a call with your team at Connection to discuss options outside of the 100% student coverage options in the ETLA
3. **What fonts are included?** Here is a good reference link for you: [Welcome to the Fonts User Guide (adobe.com)](https://urldefense.com/v3/__https%3A/helpx.adobe.com/fonts/user-guide.html__;!!PryGUe7zedMk!WkPRKk9wSlV8ci6pI0EKVtsLJiaACBY7c7kp_kAmanANniKwnHMtqVFzY4HAkyXaySm29zuOVCNXJf9gCVfI23o$) Creative Cloud named-user entitlements provide access to Adobe Fonts
4. **Are the prices per year? And is the pricing locked in for all 3 years?** Yes, this is a 3-year agreement, but it is paid annually, and the pricing that is provided is the annual price and is locked in for all 3 years.
5. **What if I don’t need 100% coverage for Sign? Is there another option?** Yes, let’s put together a call with your Connection team to discuss the options that you have for Sign.
6. **What if I don’t know who my rep is at Connection?** Please feel free to reach out to nercomp@connection.com and we will put you in touch with your team.
7. **When do I need to have my PO over to Connection?** By August 15th.
8. **I am a current NERCOMP ETLA customer, what does the transition look like with the contract?** The only things that will change is a new expiration date per the new ETLA, and when the new product card (All Apps-EDU) is available in the console. You can just assign the user IDs to the card and they will be able to access All Creative Cloud Apps AND Substance. When the new card is available, it is recommended that you give only a few IDs access at first, to test. Once you confirm all is well, then it’s recommended you move all user IDs over.
9. **How do I know find my FTE?** FTE is calculated by the following formula:

(full-time faculty) + (part-time faculty/3) + (full-time staff) + (part-time staff/2)

Typically, these numbers can be provided by HR.

1. **What is the term of the contract?** The current contract will expire on 9/26/22 and the new contract will begin on 9/27/22 and will run through 9/26/25.
2. **Is Connection on any Massachusetts State purchasing contracts?** Yes we are on several contracts However, Connection has been identified as the “sole source” provider for the NERCOMP Adobe contract.