

# AppleCare Service Plan

		iPad, iPhone and iPod Complimentary Support	Mac Complimentary Support	Mac, iPad, iPhone, iPod, and Apple TV Pay-Per-Incident	AppleCare OS Support Pay-Per-Incident	AppleCare Help Desk Support	AppleCare OS Support			AppleCare for Enterprise**	
							Select	Preferred	Alliance	End User Support	IT Department Support
<b>Support Services</b>											
Customer Contacts	Technical contacts	1	1	1	1	2	2	2	6	Unlimited	6
	Management contacts	-	-	-	-	-	-	1	1	-	1
	Number of supported locations	Single location	Single location	Single location	Single location	Single location	Single location	Single location	Multiple locations	-	Multiple locations
Support incidents*		Unlimited incidents for first 90 days of ownership	Unlimited incidents for first 90 days of ownership	Single incident	Single incident	Unlimited incidents for one year	10 incidents for use within 1 year	Unlimited incidents for one year	Unlimited incidents for one year	Unlimited incidents for contract duration	Unlimited incidents for contract duration
Local Language Support Hours**	United States	7 a.m. - 10 p.m. Central U.S. Time Zone, 7 days a week				8 a.m. - 8 p.m. Central U.S. Time Zone, Monday - Friday 8 a.m. - 8 p.m. Central U.S. Time Zone, Saturday and Sunday					
	Canada	7 a.m. - 10 p.m. Central U.S. Time Zone, 7 days a week				8 a.m. - 8 p.m. Central U.S. Time Zone, Monday - Friday 8 a.m. - 8 p.m. Central U.S. Time Zone, Saturday and Sunday					
	Europe	Varies by country				7 a.m. - 6:45 p.m. Western European Time, Monday - Friday 7 a.m. - 4:45 p.m. Western European Time, Saturday; 7 a.m. - 2:45 p.m. Western European Time, Sunday					
	Japan	Monday - Friday 9 a.m - 7 p.m. Saturday & Sunday 9 a.m. - 5 p.m.				9 a.m. - 6 p.m. Japan Standard Time, Monday - Friday					
	Asia Pacific	Varies by country				China and Hong Kong: 9 a.m. - 6 p.m. Singapore Time, Monday - Friday Australia 8 a.m. - 8 p.m. Australian Eastern Time Zone, Mon. - Fri; 8 a.m. - 8 p.m. Australian Eastern Time Zone, Sat. and Sun.					
	Priority 1: Production system / service down support	Not applicable	Not applicable	Not applicable	Same as above	Same as above	Same as above	Same as above	Same as above	24 x 7**	Not applicable
Initial Response Times	Priority 1: Production service down (business hours)	-	-	-	-	12 hours	4 hours	2 hours	1 hour	-	1 hour
	Priority 2: Performance problem with production service	-	-	-	-	-	48 hours	24 hours	4 hours	-	4 hours
	Priority 3: All other questions and bug reports	-	-	-	-	-	72 hours	48 hours	24 hours	-	24 hours
Account Management	Apple account management services	-	-	-	-	-	-	Included	Included	-	Included
Customer Site Visits	One scheduled kick-off/business review	-	-	-	-	-	-	-	Included	-	Included
	One scheduled on-site technical analysis (up to 2 days)	-	-	-	-	-	-	-	Included	-	Included
Reporting	Incident status reporting (web based)	-	-	-	-	-	-	Included	Included	-	Included
	Quarterly written activity report	-	-	-	-	-	-	Included	Included	-	Included
	Monthly teleconference review and written activity report	-	-	-	-	-	-	-	Included	-	Included
<b>Supported Products</b>											
Operating System	OS X using graphical user interface	-	Unlimited incidents	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	iOS using graphical user interface	Unlimited incidents	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	OS X Server using graphical user interface	-	Unlimited incidents	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	OS X & OS X Server using command-line interface	-	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	OS X & OS X Server in a virtual environment	-	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	Troubleshooting automated administrative tasks & scripts	-	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	Troubleshooting cross-platform integration (security, file and print services)	-	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	Troubleshooting Directory Services integration (including Active Directory)	-	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	File system and RAID configuration	-	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
iPhone, iPad, and iPod touch Integration	Apple Configurator installation and use	-	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	iPhone Configuration Utility installation and use	-	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	Profile deployment using graphical user interface	-	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	Configuring iOS to work with existing enterprise-grade networks	-	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	Troubleshooting third party network settings to work with iOS	-	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
Apps	Apple-branded Mac apps (Aperture, Final Cut Pro X, iLife, iWork, Logic Pro)	-	Unlimited incidents	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	Apple-branded iPad and iPhone apps (Find My iPhone, Keynote, Pages, etc.)	Unlimited incidents	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	iCloud	Unlimited incidents	Unlimited incidents	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
Hardware Support	iPad, iPhone, & iPod troubleshooting (repair requires service contract)	Unlimited incidents	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	Apple TV troubleshooting (repair requires service contract)	-	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	Mac hardware troubleshooting (repair requires service contract)	-	Unlimited incidents	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents

\* Some issues may require the use of multiple support incidents to resolve.

\*\* Support may be provided in English outside of Local Language Support Hours.

\*\*\* Requires at least one of ten included support incidents to resolve.