

iOS Direct Service Program

Overview

Apple will use the following criteria to determine whether your organisation qualifies for authorisation as an iOS Direct Service (IDS) program participant. Providing this information will allow Apple to give maximum consideration to your request. Read the descriptions below to determine if your organisation is eligible for a iOS Direct Service Account.

Business/Enterprise: Eligible organisations include small to large companies and their wholly owned subsidiaries, corporations, partnerships, and sole proprietorships.

Education Institution: Eligible organisations are not-for-profit, degree-granting institutions organised for educational purposes. Eligible organisations include any school districts within the organisation's school system, Boards of Education, universities and colleges, and community, vocational, and technical colleges.

Government Agency: Eligible organisations include any Government Agency.

Acceptance of and retention as an iOS Direct Service Account is at Apple's sole discretion. Apple reserves the right to make any determination on eligibility and whether an organisation is accepted as an iOS Direct Service Account program participant.

Application Requirements

The Authorised Representative submitting an Application for an iOS Direct Service Account must be able to affirm, have, or provide the applicant:

1. Name and email address of the organisation's Apple Account Executive.
2. Headquarters location information, including legal name, address, entity type (public or private), and Tax Exemption Certificate (if applicable)
3. Billing location information, including address, Accounts Payable contact name and contact information (phone and email)
4. Shipping location information, including address, Service Manager contact name and contact information (phone and email)
5. Approximate number of Apple iOS devices purchased by the organisation within the past twelve (12) months.
6. Description of the resources and infrastructure that the organisation has in place to deploy this program.
7. Additionally, a credit application may be required by Apple Finance if the organisation is a private institution, or does not already have established terms with Apple. As the person submitting this application, you represent and warrant that you have the authority to provide the information required and to submit this application.

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Application Form

Please complete the below information and email to:-
Aust-NZ-Field-Svc-Mgt@group.apple.com.

Your local country AppleCare team will contact you to discuss your Application. If you have any questions please email - Aust-NZ-Field-Svc-Mgt@group.apple.com

Contact Information

Who is making the application?

First Name	
Surname	
Telephone	
Email	

Who is your Apple contact or account executive?

Name	
Telephone	
Email	

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Business Information

This relates to the legal status of the company wishing to become an Authorised iOS Service Provider. The Company name and address will appear on your legal Agreement with Apple.

Company Name			
Trading Name (if different from above)			
Name of parent group (if applicable)			
Company registration number			
ABN			
ACN			
Registered address			
City			
Telephone			
Fax			
Postal code			
Country			
Company website address			
Entity Type (check appropriate answer)	Business/Enterprise	Education Institution	Government Agency
Exempt from GST Tax?	YES	NO	

Approximately how many iOS Devices has the organisation purchased in the past 12 months and how many of these devices have also been purchased with AppleCare Protection Plan (APP) coverage:

	QTY of iOS Devices purchased in past 12 mths
	QTY of iOS Devices with APP (AppleCare Protection Plan)

Approximately how many iOS Devices does the organisation plan to deploy in the next 12 months and how many of these devices will be purchased with AppleCare Protection Plan (APP) coverage:

	QTY of iOS Devices planned to be deployed in next 12 months.		Y/N With APP?
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Please describe the resources and infrastructure that your organisation has in place to handle screening and service of these Apple iOS Devices. (technicians, service administrators etc),

PRINCIPAL (Business Owner/Legal Authorised Signatory)

First Name

Surname

Title

Telephone

Email

Billing Location Information (skip if identical to the above)

Invoices and Purchase order information will be sent to and handled by this location.

Company Name

Trading Name

(if different from above)

Registered address

City

Telephone

Fax

Postal code

Accounts Payable contact information

First Name

Surname

Telephone

Email

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Shipping Location information (skip if identical to HQ information)

The location to which Apple will ship orders and from which returns must be sent.

Trading Name

Registered address

City

Telephone

Fax

Country

Postal code

Service Manager / administrator contact information

First Name

Surname

Telephone

Email

Declaration

I confirm that I am authorised to pursue an application for iOS Direct Service Account status for and on behalf of the organisation detailed in this Application Form.

Contact Name

Contact Email

Contact Telephone

Apple Internal Use Only

LTSA account setup

CG (X = assign)		S-District (X = assign)		PG (X=Assign)		GSX SVC Type (X=Assign)	
SS		SS02		AO		iOS NEX	
		SS03		OE		iOS EXP	
		SS04		OC		Web SVC Y/N	
		SS05		SC			
		SS06		SF			
		SS07					
		SS08					
		SS09					