

## AppleCare Service Plan

		iPod Pay per Incident	Mac Pay per Incident	AppleCare Help Desk Pay Per Incident	Mac OS X Server SW Support Pay Per Incident
<b>Support Services</b>					
<b>Customer Contacts</b>	Technical contacts	1	1	1	1
	Management contacts	-	-	-	-
	Number of supported locations	Single Location	Single Location	Single Location	Single Location
<b>Support Incidents*</b>		Single Incident	Single Incident	Single Incident	Single Incident
<b>Hours of Operation</b>	US / Canada	8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week			
	Europe	Varies by country			
	Japan	9 a.m - 7 p.m. Monday through Friday. 9 a.m. - 5 p.m. Saturday & Sunday			Not Available
	Asia Pacific	Varies by country		Not Available	Not Available
	Priority 1: Production system / server down support	Not Applicable	Not Applicable	Same as above	Same as above
<b>Response Times</b>	Priority 1: Production server down (business hours)	-	-	-	-
	Priority 2: Performance problem with production server (business hours)	-	-	-	-
	Priority 3: All other questions and bug reports (business days)	-	-	-	-
<b>Account Management</b>	Technical account management services	-	-	-	-
<b>Customer Site Visits</b>	One scheduled kick-off/business review (all day onsite visit)	-	-	-	-
	One scheduled on-site technical analysis (up to 2 days)	-	-	-	-
<b>Reporting</b>	Incident status reporting (web based)	-	-	-	-
	Quarterly written activity report	-	-	-	-
	Monthly teleconference review and written activity report	-	-	-	-
<b>Resources</b>	Periodic email updates	-	-	-	-
	Library of Mac OS X installation and hardware diagnostic discs	-	-	-	-
	Quarterly updates to disk library	-	-	-	-
<b>Supported Products</b>					
<b>Operating System</b>	Mac OS X using graphical user interface	-	Single Incident	Single Incident	Single Incident
	Mac OS X Server using graphical user interface	-	-	Single Incident	Single Incident
	Mac OS X & Mac OS X Server using command-line interface	-	-	-	Single Incident
	Troubleshooting automated administrative tasks & scripts	-	-	-	Single Incident
	Cross-platform integration (security, file and print services)	-	-	-	Single Incident
	Workgroup Manager integration (including third-party directories)	-	-	-	Single Incident
	Active Directory integration (including home directory integration)	-	-	-	-
	RAID Admin software	-	-	Single Incident	Single Incident
<b>Consumer Software</b>	Apple consumer application support (iLife, iWork)	iTunes Incident only	Single Incident	Single Incident	Single Incident
<b>Video Software</b>	Final Cut Studio, Shake, & Final Cut Express support	-	-	Single Incident	Single Incident
	Custom workflow design (as for digital post production)	-	-	-	-
<b>Audio Software</b>	Logic Pro and Logic Express	-	-	Single Incident	Single Incident
<b>Photography Software</b>	Aperture support	-	-	Single Incident	Single Incident
<b>Remote Management</b>	Apple Remote Desktop support	-	-	Single Incident	Single Incident
<b>SAN Software</b>	Xsan support	-	-	-	-
<b>WebObjects Software</b>	WebObjects support	-	-	-	-
<b>Hardware Support</b>	iPod troubleshooting (repair requires service contract)	Single Incident	Single Incident	Single Incident	Single Incident
	Apple TV troubleshooting (repair requires service contract)	-	Single Incident	Single Incident	Single Incident
	Mac hardware troubleshooting (repair requires service contract)	-	Single Incident	Single Incident	Single Incident
	Xserve hardware troubleshooting (repair requires service contract)	-	-	Single Incident	Single Incident
	Xserve RAID hardware troubleshooting (repair requires service contract)	-	-	Single Incident	Single Incident

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

\*\* Requires at least one of ten included Support Incidents to resolve.

## AppleCare Service Plan

		AppleCare Professional Video Support	AppleCare Professional Audio Support	AppleCare Help Desk Support	Mac OS X Server Software Support		
					Select	Preferred	Alliance
<b>Support Services</b>							
<b>Customer Contacts</b>	Technical contacts	1	1	2	2	2	4
	Management contacts	-	-	-	-	1	1
	Number of supported locations	Single Location	Single Location	Single Location	Single Location	Single Location	Multiple Locations
<b>Support Incidents*</b>		Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	10 incidents	Unlimited Incidents	Unlimited Incidents
<b>Hours of Operation</b>	US / Canada	<b>8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week</b>					
	Europe	<b>Varies by country</b>					
	Japan	Not Available	Not Available	Same as Pay-Per-Incident	Not Available	Not Available	Not Available
	Asia Pacific	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
	Priority 1: Production system / server down support	Not Applicable	Not Applicable	Same as above	Same as above	Same as above	24 x 7
<b>Response Times</b>	Priority 1: Production server down (business hours)	-	-	12 hours	4 hours	2 hours	1 hour
	Priority 2: Performance problem with production server (business hours)	-	-	-	48 hours	24 hours	4 hours
	Priority 3: All other questions and bug reports (business days)	-	-	-	3 days	2 days	Next day
<b>Account Management</b>	Technical account management services	-	-	-	-	●	●
<b>Customer Site Visits</b>	One scheduled kick-off/business review (all day onsite visit)	-	-	-	-	-	●
	One scheduled on-site technical analysis (up to 2 days)	-	-	-	-	-	●
<b>Reporting</b>	Incident status reporting (web based)	-	-	-	●	●	●
	Quarterly written activity report	-	-	-	-	●	●
	Monthly teleconference review and written activity report	-	-	-	-	-	●
<b>Resources</b>	Periodic email updates	-	-	●	●	●	●
	Library of Mac OS X installation and hardware diagnostic discs	-	-	●	●	●	●
	Quarterly updates to disk library	-	-	●	●	●	●
<b>Supported Products</b>							
<b>Operating System</b>	Mac OS X using graphical user interface	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Mac OS X Server using graphical user interface	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Mac OS X & Mac OS X Server using command-line interface	-	-	-	Incident**	Unlimited Incidents	Unlimited Incidents
	Troubleshooting automated administrative tasks & scripts	-	-	-	Incident**	Unlimited Incidents	Unlimited Incidents
	Cross-platform integration (security, file and print services)	-	-	-	Incident**	Unlimited Incidents	Unlimited Incidents
	Workgroup Manager integration (including third-party directories)	-	-	-	Incident**	Unlimited Incidents	Unlimited Incidents
	Active Directory integration (including home directory integration)	-	-	-	Incident**	Unlimited Incidents	Unlimited Incidents
	RAID Admin software	Unlimited Incidents	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
<b>Consumer Software</b>	Apple consumer application support (iLife, iWork)	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
<b>Video Software</b>	Final Cut Studio, Shake, & Final Cut Express support	Unlimited Incidents	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Custom workflow design (as for digital post production)	-	-	-	-	-	Unlimited Incidents
<b>Audio Software</b>	Logic Pro and Logic Express	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
<b>Photography Software</b>	Aperture support	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
<b>Remote Management</b>	Apple Remote Desktop support	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
<b>SAN Software</b>	Xsan support	-	-	-	-	-	-
<b>WebObjects Software</b>	WebObjects support	-	-	-	-	-	-
<b>Hardware Support</b>	iPod troubleshooting (repair requires service contract)	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Apple TV troubleshooting (repair requires service contract)	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Mac hardware troubleshooting (repair requires service contract)	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Xserve hardware troubleshooting (repair requires service contract)	Unlimited Incidents	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Xserve RAID hardware troubleshooting (repair requires service contract)	Unlimited Incidents	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents

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## AppleCare Service Plan

		Web Objects Silver Support	WebObjects Gold Support	AppleCare Xsan Support
<b>Support Services</b>				
<b>Customer Contacts</b>	Technical contacts	2	4	-
	Management contacts	1	1	-
	Number of supported locations	Single Location	Single Location	Single Location
<b>Support Incidents*</b>		Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
<b>Hours of Operation</b>	US / Canada	<b>8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week</b>		24 x 7
	Europe	<b>Varies by country</b>		24 x 7
	Japan	Not Available	Not Available	24 x 7
	Asia Pacific	Not Available	Not Available	24 x 7
	Priority 1: Production system / server down support	Same as above	Same as above	24 x 7
<b>Response Times</b>	Priority 1: Production server down (business hours)	4 hours	2 hours	-
	Priority 2: Performance problem with production server (business hours)	24 hours	4 hours	-
	Priority 3: All other questions and bug reports (business days)	2 days	Next day	-
<b>Account Management</b>	Technical account management services	-	●	-
<b>Customer Site Visits</b>	One scheduled kick-off/business review (all day onsite visit)	-	●	-
	One scheduled on-site technical analysis (up to 2 days)	-	-	-
<b>Reporting</b>	Incident status reporting (web based)	-	-	-
	Quarterly written activity report	●	●	-
	Monthly teleconference review and written activity report	-	●	-
<b>Resources</b>	Periodic email updates	-	-	-
	Library of Mac OS X installation and hardware diagnostic discs	-	-	-
	Quarterly updates to disk library	-	-	-
<b>Supported Products</b>				
<b>Operating System</b>	Mac OS X using graphical user interface	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Mac OS X Server using graphical user interface	Unlimited Incidents	Unlimited Incidents	-
	Mac OS X & Mac OS X Server using command-line interface	-	-	-
	Troubleshooting automated administrative tasks & scripts	-	-	-
	Cross-platform integration (security, file and print services)	-	-	-
	Workgroup Manager integration (including third-party directories)	-	-	-
	Active Directory integration (including home directory integration)	-	-	-
	RAID Admin software	-	-	Unlimited Incidents
<b>Consumer Software</b>	Apple consumer application support (iLife, iWork)	-	-	-
<b>Video Software</b>	Final Cut Studio, Shake, & Final Cut Express support	-	-	-
	Custom workflow design (as for digital post production)	-	-	-
<b>Audio Software</b>	Logic Pro and Logic Express	-	-	-
<b>Photography Software</b>	Aperture support	-	-	-
<b>Remote Management</b>	Apple Remote Desktop support	-	-	-
<b>SAN Software</b>	Xsan support	-	-	Unlimited Incidents
<b>WebObjects Software</b>	WebObjects support	Unlimited Incidents	Unlimited Incidents	-
<b>Hardware Support</b>	iPod troubleshooting (repair requires service contract)	-	-	-
	Apple TV troubleshooting (repair requires service contract)	-	-	-
	Mac hardware troubleshooting (repair requires service contract)	-	-	Unlimited Incidents
	Xserve hardware troubleshooting (repair requires service contract)	-	-	Unlimited Incidents
	Xserve RAID hardware troubleshooting (repair requires service contract)	-	-	Unlimited Incidents

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