

AppleCare Service Plan

		iPhone & iPod Pay per Incident	Mac Pay per Incident	AppleCare Help Desk Pay Per Incident	Mac OS X Server SW Support Pay Per Incident
Support Services					
Customer Contacts	Technical contacts	1	1	1	1
	Management contacts	-	-	-	-
	Number of supported locations	Single Location	Single Location	Single Location	Single Location
Support Incidents*		Single Incident	Single Incident	Single Incident	Single Incident
Hours of Operation	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
Response Times	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)	-	-	-	-
Account Management	Technical account management services	-	-	-	-
Customer Site Visits	One scheduled kick-off/business review (all day onsite visit)	-	-	-	-
	One scheduled on-site technical analysis (up to 2 days)	-	-	-	-
Reporting	Incident status reporting (web based)	-	-	-	-
	Quarterly written activity report	-	-	-	-
	Monthly teleconference review and written activity report	-	-	-	-
Resources	Periodic email updates	-	-	-	-
	Library of Mac OS X installation and hardware diagnostic discs	-	-	-	-
	Quarterly updates to disk library	-	-	-	-
Supported Products					
Operating System	Mac OS X using graphical user interface	-	Single Incident	Single Incident	Single Incident
	iPhone OS using graphical user interface	Single Incident	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
	Troubleshooting cross-platform integration (security, file and print services)	-	-	-	Single Incident
	Troubleshooting Workgroup Manager integration (including third-party directories)	-	-	-	Single Incident
	Troubleshooting Active Directory integration (including home directory integration)	-	-	-	-
	RAID Admin software	-	-	Single Incident	Single Incident
iPhone Integration	iPhone Configuration Utility installation and use	-	-	Single Incident	Single Incident
	iPhone profile deployment using graphical user interface	-	-	Single Incident	Single Incident
	iPhone profile deployment using command-line interface	-	-	-	Single Incident
	Configuring iPhone to work with existing enterprise-grade networks	-	-	Single Incident	Single Incident
	Troubleshooting third party network settings to work with iPhone	-	-	-	Single Incident
Consumer Software	Apple consumer application support (iLife, iWork)	iTunes Incident only	Single Incident	Single Incident	Single Incident
Video Software	Final Cut Studio, Shake, & Final Cut Express support	-	-	Single Incident	Single Incident
	Custom workflow design (as for digital post production)	-	-	-	-
Audio Software	Logic Pro and Logic Express	-	-	Single Incident	Single Incident
Photography Software	Aperture support	-	-	Single Incident	Single Incident
Remote Management	Apple Remote Desktop support	-	-	Single Incident	Single Incident
SAN Software	Xsan support	-	-	-	-
WebObjects Software	WebObjects support	-	-	-	-
Hardware Support	iPhone & 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
Support Services							
Customer Contacts	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
Support Incidents*		Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	10 incidents	Unlimited Incidents	Unlimited Incidents
Hours of Operation	US / Canada	8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week					
	Europe	Varies by country					
	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
Response Times	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
Account Management	Technical account management services	-	-	-	-	●	●
Customer Site Visits	One scheduled kick-off/business review (all day onsite visit)	-	-	-	-	-	●
	One scheduled on-site technical analysis (up to 2 days)	-	-	-	-	-	●
Reporting	Incident status reporting (web based)	-	-	-	●	●	●
	Quarterly written activity report	-	-	-	-	●	●
	Monthly teleconference review and written activity report	-	-	-	-	-	●
Resources	Periodic email updates	-	-	●	●	●	●
	Library of Mac OS X installation and hardware diagnostic discs	-	-	●	●	●	●
	Quarterly updates to disk library	-	-	●	●	●	●
Supported Products							
Operating System	Mac OS X using graphical user interface	Unlimited Incidents	Single Incident	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	iPhone OS using graphical user interface	-	-	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
	Troubleshooting cross-platform integration (security, file and print services)	-	-	-	Incident**	Unlimited Incidents	Unlimited Incidents
	Troubleshooting Workgroup Manager integration (including third-party directories)	-	-	-	Incident**	Unlimited Incidents	Unlimited Incidents
	Troubleshooting 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	
iPhone Integration	iPhone Configuration Utility installation and use	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	iPhone profile deployment using graphical user interface	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	iPhone profile deployment using command-line interface	-	-	-	Incident**	Unlimited Incidents	Unlimited Incidents
	Configuring iPhone to work with existing enterprise-grade networks	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Troubleshooting third party network settings to work with iPhone	-	-	-	Incident**	Unlimited Incidents	Unlimited Incidents
Consumer Software	Apple consumer application support (iLife, iWork)	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
Video Software	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
Audio Software	Logic Pro and Logic Express	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
Photography Software	Aperture support	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
Remote Management	Apple Remote Desktop support	-	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
SAN Software	Xsan support	-	-	-	-	-	-
WebObjects Software	WebObjects support	-	-	-	-	-	-
Hardware Support	iPhone & 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
Support Services				
Customer Contacts	Technical contacts	2	4	-
	Management contacts	1	1	-
	Number of supported locations	Single Location	Single Location	Single Location
Support Incidents*		Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
Hours of Operation	US / Canada	8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week		24 x 7
	Europe	Varies by country		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
Response Times	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	-
Account Management	Technical account management services	-	●	-
Customer Site Visits	One scheduled kick-off/business review (all day onsite visit)	-	●	-
	One scheduled on-site technical analysis (up to 2 days)	-	-	-
Reporting	Incident status reporting (web based)	-	-	-
	Quarterly written activity report	●	●	-
	Monthly teleconference review and written activity report	-	●	-
Resources	Periodic email updates	-	-	-
	Library of Mac OS X installation and hardware diagnostic discs	-	-	-
	Quarterly updates to disk library	-	-	-
Supported Products				
Operating System	Mac OS X using graphical user interface	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	iPhone OS using graphical user interface	-	-	-
	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	-	-	-
	Troubleshooting cross-platform integration (security, file and print services)	-	-	-
	Troubleshooting Workgroup Manager integration (including third-party directories)	-	-	-
	Troubleshooting Active Directory integration (including home directory integration)	-	-	-
	RAID Admin software	-	-	Unlimited Incidents
iPhone Integration	iPhone Configuration Utility installation and use	-	-	-
	iPhone profile deployment using graphical user interface	-	-	-
	iPhone profile deployment using command-line interface	-	-	-
	Configuring iPhone to work with existing enterprise-grade networks	-	-	-
	Troubleshooting third party network settings to work with iPhone	-	-	-
Consumer Software	Apple consumer application support (iLife, iWork)	-	-	-
Video Software	Final Cut Studio, Shake, & Final Cut Express support	-	-	-
	Custom workflow design (as for digital post production)	-	-	-
Audio Software	Logic Pro and Logic Express	-	-	-
Photography Software	Aperture support	-	-	-
Remote Management	Apple Remote Desktop support	-	-	-
SAN Software	Xsan support	-	-	Unlimited Incidents
WebObjects Software	WebObjects support	Unlimited Incidents	Unlimited Incidents	-
Hardware Support	iPhone & 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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