AppleCare Help Desk Support
and Mac OS X Server Software
Support Products

The Service Plan for AppleCare Help Desk Support and Mac OS X Server Software Support Products (Service Plans) available from Apple Computer, Inc. (“Apple”) contains a summary of features, information on supported products, the scope of support provided, and a list of definitions. Please review this document in conjunction with the AppleCare Technical Support Services Terms and Conditions.

1. Service Plans

This section describes the Service Plans for AppleCare Help Desk Support and Mac OS X Server Software Support Products. Note that all plans provide annual coverage.

<table>
<thead>
<tr>
<th>Part number</th>
<th>AppleCare Help Desk Support</th>
<th>Mac OS X Server Software Support – Select</th>
<th>Mac OS X Server Software Support – Preferred</th>
<th>Mac OS X Server Software Support – Alliance</th>
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</thead>
<tbody>
<tr>
<td>M9318LL/A</td>
<td>M9317LL/A</td>
<td>D2652LL/A</td>
<td>D2653LL/A</td>
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**Customer Contacts**
- Technical contacts: 2
- Management contacts: 1

**Support Incidents**
- Help desk-level support (submitted via telephone, web, or email): Unlimited
- Enterprise-level support (submitted via telephone, web, or email): None

**Hours**
- Standard availability: 12x7
- Priority 1: Production server down support: 12x7
- Priority 2: Performance problem with production server (business hours): 48 hours
- Priority 3: All other questions and bug reports (business days): 3 days

**Response Times**
- Priority 1: Production server down (business hours): 4 hours
- Priority 2: Performance problem with production server (business hours): 24 hours

**Account Management 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: •

**Resources**
- Private & monitored discussion boards: •
- Periodic email updates: •

**Software**
- Library of Mac OS X installation and hardware diagnostic discs: •
- Quarterly updates to disk library: •
- Online patches & updates: •
- Beta program participation: •

•indicates a feature is included with the product listed at the top of the corresponding column

AppleCare Help Desk Tools is part of all Service Plans. AppleCare Help Desk Tools includes:

1. See Apple’s Business Hours in section 4 for 12x7 coverage. Hours of operation may vary and are subject to change.
2. Response time targets are based on above described hours of operation.
3. One year of access begins at time of enrollment. Requires an Apple ID and an internet connection. Access fees may apply.
4. Online patches and updates are provided at Apple’s discretion.
• A library of Mac OS installation and hardware diagnostic discs
• Quarterly updates to the disk library
• Online patches and updates (made available at Apple’s discretion)
• Access to private and monitored Discussion Boards
• Periodic email updates

Note: AppleCare Help Desk Tools includes the use of software and access to online resources, which is subject to acceptance of separate terms and conditions that accompany the software or is viewable when accessing online resources.

2. Supported Products

Under the Service Plans, Apple supports Mac OS X Server plus FinalCut Express, FinalCut Pro, Soundtrack, LiveType, Compressor, QuickTime Pro, DVD Studio Pro, iCal, iChat AV, iDVD, iLife, iMovie, iPhoto, iSync, iTunes, AppleWorks, Keynote, and Safari. Software must be licensed to the customer purchasing support.

3. Scope of Support

There are two levels of support under the Service Plans: Help desk-level support and Enterprise-level support. These are defined in more detail below. The Scope of Support for the different Service Plans provides coverage based on these levels. Please refer to the Definitions section at the end of this document for explanations of the various terms.
3.1 Help desk-level support

3.1.1 System component and set-up support
In addition to the simple loading of software, help desk-level support also includes assistance entering serial number registration and verifying proper installation. This includes assisting users with identifying the installer application or script to use and troubleshooting to isolate any issues with the installation process.

Help desk-level support also includes validating that the software has launched and is running within Apple-defined specifications. Assistance with application use is restricted to functionality accessible through graphical user interface (GUI) management tools and applications. Support at this level excludes direct manipulation of system configuration files and/or databases through the use of file editors or database access tools. (Help desk-level support does not include training for basic use of the product.)

This level of support includes troubleshooting for applications and the OS using the GUI. If troubleshooting identifies the cause to be failed hardware, repair will require warranty coverage or a service contract.

No scripting support is provided at this level.

3.1.2 Network Configuration
Network configuration using GUI based tools in a standard Apple network is supported. Support is provided for configuring and maintaining network home directories on Mac OS X Server.

No scripting support is provided at this level.

3.1.3 Integration of Mac OS X and Mac OS X Server
At this level, Apple provides assistance to the customer using Supported Products in Apple-based networks.

3.1.4 Professional Video Application Support
Support for installation, launch, and basic use of Apple's professional video applications (including Final Cut Pro, DVD Studio Pro, and bundled applications). Support for FireWire-based media I/O and uncompressed Standard Definition video via FireWire is provided.

3.1.5 Web Application Servers
Basic installation, launch, and recovery support is provided for bundled Web application servers.

3.1.6 Third-party Referral
If troubleshooting isolates an issue to a third-party hardware or software component, the customer is referred to the vendor of that component for resolution.

(If the third-party component came bundled with a Macintosh, please review the third party scope of support documents for guidance. In addition, Apple supports specifically named third-party FinalCut Pro plug-ins, see www.apple.com/finalcutpro/qualification.html for a complete list of Apple-supported FinalCut Pro plug-ins.)

3.2 Enterprise-level support

3.2.1 System component and set-up support
Enterprise-level support includes the use of command-line interface (CLI) tools. Assistance at this level expands to include direct manipulation of system configuration files and/or databases using file editors or database access tools. (This support does not include training for basic use of the product, nor of the file editors or database access tools.)

Enterprise-level support also provides assistance to customers who use Scripting for backup, recovery, automation, etc. Assistance includes basic use of scripting capabilities, design, and debugging. Note that Apple does not support the recovery of customer data.

3.2.2 Network Configuration
Apple will assist the customer with proper use of the Supported Product within its environment. This may include the use of the CLI to administer advanced UNIX features. Support is also provided for use of cross-platform file and print services.

Enterprise-level support also provides assistance to customers who use Scripting for backup, recovery, automation, etc. Assistance includes basic use of scripting capabilities, design, and debugging. Note that Apple does not support the recovery of customer data.

3.2.3 Integration of Mac OS X and Mac OS X Server
At this level, Apple provides configuration assistance to integrate Supported Products in large and/or heterogeneous environments. This includes cross-platform security services and third-party directory services.

3.2.4 Professional Video Application Support
Apple supports Standard Definition (SD) and High Definition (HD) solutions based on Final Cut Pro that may include third-party capture cards, device control, and attached storage solutions (See www.apple.com/finalcutpro/qualification.html for third party products covered. Note that issues with third-party hardware or software will be referred to the responsible third-party.) Custom workflow design (for digital post production) is supported at the Alliance level only.

3.2.5 Web Application Servers
This level includes support for deploying Web application servers bundled with Mac OS X Server (WebObjects, Tomcat, and JBoss). It also provides support for deploying WebObjects applications in a non-Mac OS X Server environment. The configuration of WebObjects with other application servers (WebLogic, WebSphere) is available through Alliance support only.

3.2.6 Third-party Referral
No changes from Help Desk Level support.
4. Definitions

**Beta Program:** A program that allows customers access to certain pre-release products.

**Business Hours:** The times when AppleCare Technical Support Services are available for Incidents other than those covered under Critical Incident Support. Subject to revision at any time on the Apple Web site (www.apple.com/support). Currently, business hours are 8am to 8pm US Central time.

**CLI** (command line interface): A manner of using a computer through the typing of commands, without requiring the use of a graphical, non-textual display or pointing device (e.g., a mouse); also includes the editing of raw configuration files with a text editor. Contrast with GUI.

**Discussion Boards:** Message-based online bulletin boards for discussion of topics related to Apple-branded Supported Products. These are part of the online resources available under AppleCare Technical Support Services. Note that these are subject to additional terms and conditions.

**Enterprise-level Support:** See Scope of Support section.

**GUI** (graphical user interface): A manner of using a computer through a graphical display and a pointing device, in addition to a keyboard. Contrast with CLI.

**Help Desk-level Support:** See Scope of Support section.

**Incident Priority:** The relative impact of an enterprise-level Support Incident that leads customers to contact Apple for AppleCare Technical Support Services according to the following criteria:
- Priority 1 – denotes an incident that has caused substantial interruption in functionality to a server in a production environment.
- Priority 2 – denotes an incident that has caused non-substantial interruption in functionality or degradation in performance to a server in a production environment.
- Priority 3 – denotes an incident that is not classified as Priority 1 or Priority 2.

**Incident Status Report:** A summary of the current state of a Support Incident.

**Kick-off Meeting:** A meeting at the beginning of the term of a Service Plan, generally to allow Apple representatives and the customer’s Authorized Contact to meet, to review the terms of the relationship, and to introduce and discuss the details of the customer’s support needs.

**Management Contact:** An Authorized Contact who oversees the technical support relationship with Apple, typically a manager overseeing the work of the Technical Contacts.

**On-site Business Review:** A single, scheduled visit at the customer’s site with the purpose of reviewing the relationship between Apple and the customer, with a focus on the various Support Incidents during the review period.

**On-site Technical Analysis:** A single, scheduled visit at the customer’s site with the purpose of reviewing technical aspects of a project, installation, etc.

**Quarterly Written Activity Report:** A summary of a customer’s Support Incidents and related activities over the previous quarter, delivered to the Authorized Contacts by email early in the quarter following the subject period.

**Response Time:** The time between the initial opening of an enterprise-level Support Incident and the first reply from Apple regarding that Support Incident.

**Support Incident:** See the Terms and Conditions, available at www.apple.com/support, for this definition.

**Scripting:** The use of AppleScript, Shell scripts, perl, awk, sed, and similar technologies.

**Technical Account Management Services (TAM Services):** Apple oversight of the technical support relationship, including such things as the active marshalling of appropriate staff to respond to a Support Incident and Support Incident tracking.

**Technical Account Manager (TAM):** The Apple representative who provides Technical Account Management Services.

**Technical Contact:** An Authorized Contact who opens Support Incidents to raise day-to-day technical support issues.

**Teleconference Review:** A telephone discussion with a customer on the support activities during a particular time period.