



AppleCare Protection Plan

Long-term peace of mind.



Features

Comprehensive service and support

- Extends telephone support from 90 days to three years from computer's purchase date
- Extends hardware repair coverage to three years from computer's purchase date, including:
 - Onsite service for desktop computers¹
 - Global repair coverage for portable computers and Mac mini
- Provides dedicated access to web-based support resources²
- Includes powerful diagnostic tools (TechTool Deluxe from Micromat)

Assistance with the complete Apple solution

- Apple hardware products³
 - An Apple computer
 - An Apple mouse and keyboard when included with a covered computer (or purchased with Mac mini)
 - An Apple display when purchased and enrolled with a covered Mac mini, Power Mac, MacBook Pro or PowerBook
 - An AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, and Apple RAM when used with a Mac covered by the AppleCare Protection Plan
- The Mac OS³
- Many Apple-branded consumer applications, including iLife, iWork, iChat AV, Mail, Safari, iCal, iSync, AppleWorks and QuickTime

Quality and convenience backed by Apple

- Award-winning Apple technical support through an easy-to-remember telephone number⁴
- Repairs performed by Apple-certified technicians using genuine Apple parts⁵
- Quick and easy enrollment

Specification Sheet

AppleCare Protection Plan

The AppleCare Protection Plan is a uniquely integrated service and support solution that extends the complimentary coverage on your Mac to three years from the computer's purchase date. This comprehensive plan includes expert telephone assistance, onsite repairs for desktop computers,¹ global repair coverage for portable computers and Mac mini, web-based support resources, and powerful diagnostic tools—all for one economical price. We recommend that you purchase the AppleCare Protection Plan when you purchase your Apple system to take maximum advantage of the coverage the plan provides.

Three years of security

Every Mac comes with 90 days of telephone support and one year of service coverage at an Apple-authorized repair centre. By purchasing the AppleCare Protection Plan with your Mac, you can extend your coverage to three years from the computer's purchase date.

Comprehensive coverage

The AppleCare Protection Plan covers your Mac, as well as an AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, and Apple RAM used with your Mac. Mac mini, Power Mac, and PowerBook customers may also enroll one Apple display for coverage, provided that the Mac and the display are purchased together.

One number to call for help

Get direct telephone access⁴ to Apple's own technical support group, the people who know your system best. Because Apple creates the computer, the operating system, and many built-in applications, the Mac is a truly integrated system. Just one phone call can help resolve most issues with your Mac because AppleCare representatives can help troubleshoot Apple hardware, the Mac operating system, and many Apple consumer applications, including iLife, iWork, iChat AV, Mail, Safari, iCal, iSync, AppleWorks, and QuickTime.

Convenient repair options

The AppleCare Protection Plan ensures that Apple-certified technicians will perform repairs using genuine Apple parts.⁵ With this plan, parts and labour will be covered for three years from your computer's purchase date. The plan includes onsite service for desktop computers and global repair coverage for portables and Mac mini, which can be very important if you travel abroad.

Coverage Information

The AppleCare Protection Plan is subject to terms and conditions, which are provided on the AppleCare Protection Plan website at www.apple.com.au/support/products/ in Australia.

- To qualify for the AppleCare Protection Plan, your product must be within its one-year Apple hardware warranty.
- A separate AppleCare Protection Plan must be purchased for each Apple system to be covered.
- Mac mini, Power Mac, MacBook Pro and PowerBook customers may also enroll one Apple display for coverage, provided that the Mac and the display are purchased together.
- Global repair coverage is included for all portable computers and Mac mini.
- Onsite service for desktop computers is available within an 80-kilometre (50-mile) radius of an Apple authorised onsite service provider in the country where the plan is purchased and enrolled.¹
- The AppleCare Protection Plan covers an Apple keyboard and mouse when they are included with a covered product (or purchased with Mac mini). An AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, and Apple RAM are included in the coverage of the computer with which they are used.

Ordering Information

- Call 133 MAC (622) in Australia.
- Visit www.apple.com.au/support/products/ in Australia.
- Educators can purchase the AppleCare Protection Plan by ordering directly from the Apple hardware price list, visiting the Apple Store at www.apple.com.au/store in Australia or call 133 MAC (622).

Note: The AppleCare Protection Plan cannot be sold to consumers where prohibited by law. "Consumers" are persons who use their computers primarily for personal, family, or household purposes.

Covered Apple products	AppleCare Protection Plan order number
eMac and iMac	M8851FE/B
iBook	M8852FE/B
Mac mini (includes coverage for an Apple display)	M9859FE/A
Power Mac (includes coverage for an Apple display)	M8850FE/B
MacBook Pro/PowerBook (includes coverage for an Apple display)	M8853FE/B

For More Information

For more information about Apple support options, please visit www.apple.com.au/support in Australia or call 133 MAC (622).

¹Onsite service is not available in all locations. ²Access to web-based resources requires the use of a compatible Internet service provider; fees may apply. ³Xserve and Mac OS X Server are not supported under the AppleCare Protection Plan. ⁴Local telephone fees may apply. Telephone numbers and hours of operation may vary and are subject to change. ⁵Repair service may include onsite, carry-in, and express courier service; specific availability of each option depends on product type and location of Apple Authorised Service Provider. Apple may also request that the customer replace components with readily installable parts.