

AppleCare Service Plan

| | | iPad, iPhone, & iPod Complimentary Support | Mac Complimentary Support | iPad, iPhone & iPod Pay per Incident | Mac Pay per Incident | AppleCare Help Desk Pay Per Incident | AppleCare OS Support Pay Per Incident |
|---|--|---|--|--------------------------------------|----------------------|---|---------------------------------------|
| Support Services | | | | | | | |
| Customer Contacts | Technical contacts | 1 | 1 | 1 | 1 | 1 | 1 |
| | Management contacts | - | - | - | - | - | - |
| | Number of supported locations | Single Location | Single Location | Single Location | Single Location | Single Location | Single Location |
| Support Incidents* | | Unlimited Incidents for first 90 days of ownership | Unlimited Incidents for first 90 days of ownership | Single Incident | Single Incident | Single Incident | Single Incident |
| Hours of Operation | United States | 7 a.m. - 10 p.m. Central U.S. Time Zone, 7 days a week | | | | 8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week | |
| | 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 | | | | 9 a.m. - 6 p.m. Monday - Friday | Not Available |
| | Asia Pacific | Varies by country | | | | | |
| | Priority 1: Production system / server down support | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Same as above | Same as above |
| Response Times | Priority 1: Production server or service 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 | Access to downloadable library of Mac hardware diagnostics | - | - | - | - | - | - |
| Supported Products | | | | | | | |
| Operating System | OS X using graphical user interface | - | Unlimited Incidents | - | Single Incident | Single Incident | Single Incident |
| | iOS using graphical user interface | Unlimited Incidents | - | Single Incident | - | Single Incident | Single Incident |
| | OS X Server using graphical user interface | - | - | - | - | Single Incident | Single Incident |
| | OS X & OS X Server using command-line interface | - | - | - | - | - | Single Incident |
| | OS X & OS X Server in a virtual environment | - | - | - | - | - | Single Incident |
| | Troubleshooting automated administrative tasks & scripts | - | - | - | - | - | Single Incident |
| | Troubleshooting cross-platform integration (security, file and print services) | - | - | - | - | - | Single Incident |
| | Troubleshooting Directory Services integration (including Active Directory) | - | - | - | - | - | Single Incident |
| | File system and RAID configuration | - | - | - | - | Single Incident | Single Incident |
| iPhone, iPad, and iPod touch Integration | Apple Configurator installation and use | - | - | - | - | Single Incident | Single Incident |
| | iPhone Configuration Utility installation and use | - | - | - | - | Single Incident | Single Incident |
| | Profile deployment using graphical user interface | - | - | - | - | Single Incident | Single Incident |
| | Configuring iOS to work with existing enterprise-grade networks | - | - | - | - | Single Incident | Single Incident |
| | Troubleshooting third party network settings to work with iOS | - | - | - | - | - | Single Incident |
| Consumer Software | Apple-branded consumer application support for Mac (Aperture, iLife, iWork) | - | - | iTunes Incident only | Single Incident | Single Incident | Single Incident |
| | Apple-branded consumer application support for iPad, iPhone or iPod | Unlimited Incidents | Unlimited Incidents | Single Incident | - | Single Incident | Single Incident |
| | iCloud | Unlimited Incidents | Unlimited Incidents | Single Incident | Single Incident | Single Incident | Single Incident |
| Video Software | Final Cut Pro, Compressor, & Motion | - | - | - | - | Single Incident | Single Incident |
| | Troubleshooting custom workflow design (as for digital post production) | - | - | - | - | - | - |
| Audio Software | Logic Pro and MainStage | - | - | - | - | Single Incident | Single Incident |
| Desktop Management | Apple Remote Desktop support | - | - | - | - | Single Incident | Single Incident |
| SAN Software | Xsan support | - | - | - | - | - | Single Incident |
| Hardware Support | iPad, iPhone, & iPod troubleshooting (repair requires service contract) | Unlimited Incidents | - | Single Incident | - | Single Incident | Single Incident |
| | Apple TV troubleshooting (repair requires service contract) | - | Unlimited Incidents | - | Single Incident | Single Incident | Single Incident |
| | Mac hardware troubleshooting (repair requires service contract) | - | Unlimited Incidents | - | Single Incident | 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 | AppleCare OS Support | | | AppleCare Xsan Support |
|---|--|---|--------------------------------------|----------------------------------|------------------------------------|----------------------------------|----------------------------------|----------------------------------|
| | | | | | Select | Preferred | Alliance | |
| Support Services | | | | | | | | |
| Customer Contacts | Technical contacts | 1 | 1 | 2 | 2 | 2 | 6 | - |
| | Management contacts | - | - | - | - | 1 | 1 | - |
| | Number of supported locations | Single Location | Single Location | Single Location | Single Location | Single Location | Multiple Locations | Single Location |
| Support Incidents* | | Unlimited Incidents for one year | Unlimited Incidents for one year | Unlimited Incidents for one year | 10 incidents for use within 1 year | Unlimited Incidents for one year | Unlimited Incidents for one year | Unlimited Incidents for one year |
| Hours of Operation | United States | 8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week | | | | | | 24 x 7 |
| | 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 | 9 a.m. - 9 p.m., 7 days a week | | 9 a.m. - 6 p.m. Monday - Friday | Not Available | Not Available | Not Available | 24 x 7 |
| | Asia Pacific | Not Available | Not Available | Varies by country | Not Available | Not Available | Not Available | 24 x 7 |
| | Priority 1: Production system / server down support | Not Applicable | Not Applicable | Same as Above | Same as Above | Same as Above | 24 x 7 | 24 x 7 |
| Response Times | Priority 1: Production server or service 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 | - | - | - | - | Included | Included | - |
| Customer Site Visits | One scheduled kick-off/business review (all day onsite visit) | - | - | - | - | - | Included | - |
| | One scheduled on-site technical analysis (up to 2 days) | - | - | - | - | - | Included | - |
| Reporting | Incident status reporting (web based) | - | - | - | - | Included | Included | - |
| | Quarterly written activity report | - | - | - | - | Included | Included | - |
| | Monthly teleconference review and written activity report | - | - | - | - | - | Included | - |
| Resources | Access to downloadable library of Mac hardware diagnostics | - | - | Included | Included | Included | Included | - |
| Supported Products | | | | | | | | |
| Operating System | OS X using graphical user interface | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents |
| | iOS using graphical user interface | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| | OS X Server using graphical user interface | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| | OS X & OS X Server using command-line interface | - | - | - | Incident** | Unlimited Incidents | Unlimited Incidents | - |
| | OS X & OS X Server in a virtual environment | - | - | - | 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 Directory Services integration (including Active Directory) | - | - | - | Incident** | Unlimited Incidents | Unlimited Incidents | - |
| | File system and RAID configuration | Unlimited Incidents | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents |
| iPhone, iPad, and iPod touch Integration | Apple Configurator installation and use | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| | iPhone Configuration Utility installation and use | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| | Profile deployment using graphical user interface | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| | Configuring iOS to work with existing enterprise-grade networks | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| | Troubleshooting third party network settings to work with iOS | - | - | - | Incident** | Unlimited Incidents | Unlimited Incidents | - |
| Consumer Software | Apple-branded consumer application support for Mac (Aperture, iLife, iWork) | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| | Apple-branded consumer application support for iPad, iPhone or iPod | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| | iCloud | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| Video Software | Final Cut Pro, Compressor, & Motion | Unlimited Incidents | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| | Troubleshooting custom workflow design (as for digital post production) | - | - | - | - | - | Unlimited Incidents | - |
| Audio Software | Logic Pro and MainStage | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| Desktop Management | Apple Remote Desktop support | - | - | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents | - |
| SAN Software | Xsan support | - | - | - | Incident** | Unlimited Incidents | Unlimited Incidents | Unlimited Incidents |
| Hardware Support | iPad, 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 | Unlimited Incidents |

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

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