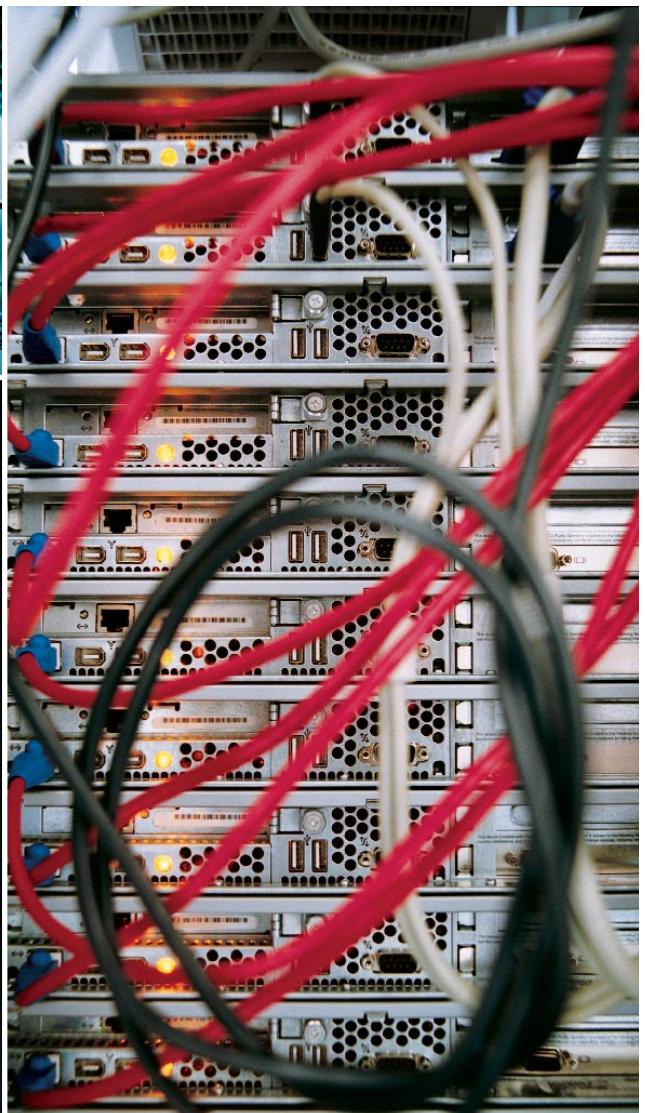
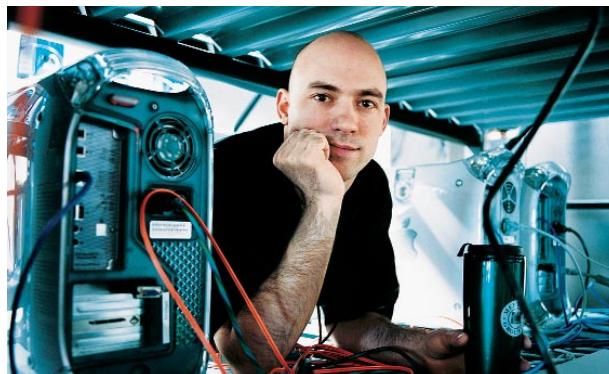




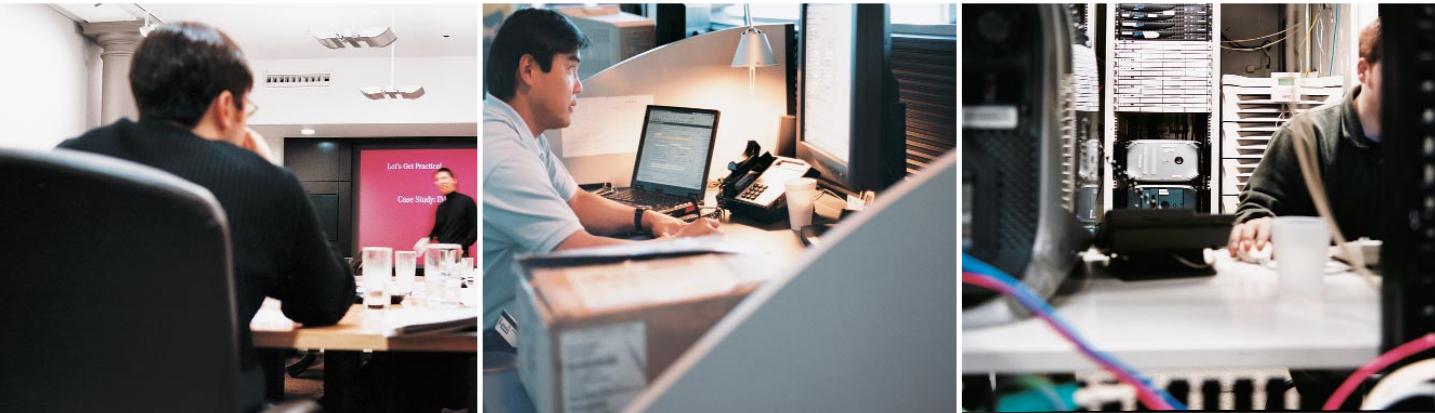
Maximize the value of your server investment.

Apple's expert technical support,
training, and certification programs.



Your new Apple server product comes packed with innovative features that make it fast to deploy and easy to maintain. The built-in services are based on open standards for seamless integration into a wide variety of computing environments. You'll quickly discover that Apple provides the ideal platform for delivering robust Internet and workgroup services.

Of course, these critical network services deserve the best protection possible. That's why Apple offers a selection of service and support plans, training programs, and consulting services that maximize the value of your investment. Choose from these options to design a support infrastructure that fits your needs and the needs of your organization.



You're off and running.

Complimentary support for Mac OS X Server

For the first 90 days after your Mac OS X Server purchase, you get up-and-running support over the phone—giving you expert assistance with basic installation and setup using the graphical user interface.

In addition, Mac OS X Server comes with a getting started guide, electronic manuals, and access to Apple's up-to-date technical support websites, including the AppleCare Knowledge Base, discussion forums, and downloadable software. You can also view, search, and download documentation and release notes. For access to these resources—plus a wide range of in-depth information and tools for network administration and application development—visit www.apple.com/server/support.

Complimentary support for Xserve and Xserve RAID

Each Xserve and Xserve RAID comes with a one-year limited warranty. You also get 90 days of up-and-running telephone support and access to Apple online support resources.

To get help with your new server software or hardware product, see the back page for contact information.



The Apple Maintenance Program keeps you up to date.

This subscription program for Mac OS X Server makes it easy to manage your software expenditures while benefiting from the latest technologies and improvements. With one easy payment, you'll automatically receive major Mac OS X Server software upgrades for three years.

For more information, including program terms and conditions, visit www.apple.com/server/maintenance or call 800-747-7483 (United States and Canada; see back page for other countries).

Service and Support Products

When your operation hinges on network availability, you can't afford server downtime. To ensure rapid issue resolution for your server deployments, Apple offers a comprehensive range of technical support plans.

Mac OS X Server Software Support

In addition to the complimentary 90 days of up-and-running support, Apple offers consultative phone¹ and email support for advanced server migration and integration issues. Whether you have occasional questions regarding network administration or you need dedicated support with rapid response, Apple has a plan to fit your requirements. Each plan provides one year of coverage.

Choose from three levels of AppleCare technical support:

Select covers up to 10 incidents with four-hour response for priority 1 issues (server down), 12/7.² Additional incidents can be purchased as needed.

Preferred covers an unlimited number of incidents with two-hour response for priority 1 issues, 12/7,² and assigns a technical account manager to your organization.

Alliance covers an unlimited number of incidents at multiple locations with one-hour response for priority 1 issues, 24/7. This plan includes an onsite review by an Apple technical support engineer.

These AppleCare support plans include AppleCare Help Desk Support, providing unlimited priority phone¹ and email support for basic installation, setup, launch, and usage. Coverage includes Apple hardware,³ operating system features managed through the graphical user interface, and most Apple tools and applications. You also get a copy of AppleCare Help Desk Tools, a library of installation and diagnostic discs, updated quarterly. Additional copies of AppleCare Help Desk Tools can be purchased separately.

AppleCare Enterprise Consulting

Whether you're developing custom Internet applications, building networks using Mac OS X Server, or integrating Apple solutions into multiplatform environments, AppleCare Enterprise Consulting can provide the expertise you need. Your individualized contract may include network planning, advanced training, ongoing technical consulting, project management, and more.

For more information, contact your AppleCare representative; see back page for details.

Support for Xserve and Xserve RAID

Apple offers expert service and support plans for Xserve and Xserve RAID. Because the hardware and software both come from Apple, issue resolution is fast: One team diagnoses both hardware failures and server software configuration issues.

AppleCare Premium Service and Support provides up to three years of coverage for Xserve or Xserve RAID hardware with up-and-running support for Mac OS X Server software.⁴ You get 24/7 telephone¹ and email support with 30-minute response. For hardware repairs, Apple-certified technicians provide onsite response within four hours during business hours and next-day onsite response when you contact Apple after business hours.⁵ Purchase one AppleCare Premium Service and Support Plan for each Xserve or Xserve RAID in your organization.

AppleCare Service Parts Kits allow you to keep crucial replacement modules on hand at all times. Since Xserve and Xserve RAID are designed for easy swapping of critical parts, you'll be ready to resolve the most common hardware failures quickly. When you combine a parts kit with the AppleCare Premium Service and Support Plan, Apple experts can often help you troubleshoot and fix your system right over the phone.

For more information about AppleCare service and support products, including terms and conditions, see www.apple.com/server/support or call 800-275-2273 (United States only; see back page for other countries).



Training and Certification

Make the most of the Apple server solutions in your organization. Apple training programs teach you how to manage your network deployments more efficiently and to deliver high-productivity, high-availability services.

Training programs

Apple offers comprehensive instruction on Mac OS X and Mac OS X Server applications and technologies. A combination of lecture, demonstration, and hands-on exercises, classes are taught by Apple Certified Trainers with real-world experience and dynamic presentation skills.

You can choose to attend classes at an Apple Authorized Training Center near you or let Apple bring the training to your location.

Help Desk Essentials teaches entry-level technical professionals how to configure Mac OS X client systems and access network services. This course also covers the theory and practice of troubleshooting common client issues.

Server Essentials teaches entry- and mid-level technical professionals how to install and configure Mac OS X Server to manage multiple Mac OS X users and deliver network-based services, such as email, printing, and file sharing.

System Administration of Mac OS X Clients teaches system administrators how to architect, implement, and maintain services and solutions for Mac OS X systems. This course also covers planning, implementing, and troubleshooting Mac OS X solutions in a mixed-platform environment.

System Administration Using Mac OS X Server teaches system administrators and IT professionals how to architect, configure, and deliver secure, cross-platform network solutions using Mac OS X Server, including integrating Mac OS X Server with an existing network deployment.

In addition, Apple offers specialized courses on subjects such as client management, WebObjects development, Cocoa development, and more.

Certification programs

Once you've acquired the requisite skill level, Apple certification programs give you tangible evidence of your technical expertise—a great way to market your qualifications to IT management. Testing centers are located conveniently in most metropolitan areas.

Apple Certified Help Desk Specialist requires a single exam based on Help Desk Essentials course content.

Apple Certified Technical Coordinator requires two exams: the first based on Help Desk Essentials course content and the second based on Server Essentials.

Apple Certified System Administrator requires two exams: the first based on System Administration of Mac OS X Clients and the second based on System Administration Using Mac OS X Server.

For more information about Apple training and certification programs, see www.apple.com/training or call 800-848-6398 (United States and Canada).

Apple Certification Programs



Exams are based on corresponding course content and are subject to fees; see above for details.

AppleCare Service and Support Contact Information

Country		Phone	Website
Australia		(61) 133-622	www.apple.com.au/support
Austria		(43) 01 79 567045	www.apple.com/at/support
Belgium	(Flemish) (French)	(32) 02713 1203 (32) 02713 1202	www.apple.com/benl/support www.apple.com/befr/support
Brazil	(Outside São Paulo) (São Paulo)	0800-127753 5503 0090	www.apple.com/br/suporte
Canada	(English) (French)	1-800-263-3394	www.apple.com/ca/support www.apple.com/ca/fr/support
China		(86) 800 810 2323	www.apple.com.cn/support
Denmark		(45) 7010 2007	www.apple.com/dk/support
Finland		(358) 0203 63633	www.apple.com/fi/support
France		(33) 0 825 08 96 59	www.apple.com/fr/support
Germany		(49) 069 9509 6189	www.apple.com/de/support
Hong Kong		(852) 2112-0099	appleclub.com.hk/applecare
India		91 80 555 0575	www.asia.apple.com/support
Indonesia		001-803-0612-009	www.asia.apple.com/support
Ireland		(353) 01 407 3000	www.apple.com/ie/support
Italy		(39) 199 120 800	www.apple.com/it/support
Japan		0070-800-27753-1	www.apple.co.jp/support
Korea		1544 2662	www.applecomputer.co.kr/support
Luxembourg		(352) 34 208 084 83	www.apple.com/befr/support
Malaysia		1800 181 072	www.asia.apple.com/support
Mexico	(Outside Mexico City) (Mexico City)	01-800-27753-2273 (55) 5209-1280	www.apple.com/mx/support
Netherlands		(31) 020 346 9104	www.apple.com/nl/support
New Zealand		00800-7666-7666	www.apple.com.au/support
Norway		(47) 815 00 158	www.apple.com/no/support
Philippines		1800-7666-7666	www.asia.apple.com/support
Singapore		800 186 1088	www.asia.apple.com/support
Spain		(34) 902 151 992	www.apple.com/es/support
Sweden		(46) 08 587 711 30	www.apple.com/se/support
Switzerland	(French) (German)	(41) 01 800 9037	www.apple.com/chfr/support www.apple.com/chde/support
Taiwan		008 0123 2356	www.apple.com.tw/support
Thailand		001800 612 1101	www.asia.apple.com/support
United Kingdom		(44) 0870 876 0753	www.apple.com/uk/support
United States		1-800-275-2273	www.apple.com/support

¹Telephone numbers and hours of operation may vary and are subject to change; local telephone fees may apply. ²Represents typical response times; times based on Apple's hours of operation. ³Hardware repairs that are not covered under warranty require an extended service contract, such as AppleCare Premium Service and Support Plan. ⁴Coverage ends three years after date of Xserve or Xserve RAID purchase. ⁵Represents typical response times. Actual onsite response time and availability of onsite service depend on location; see www.apple.com/support/products/premium for details.

In providing service and support to customers, Apple may collect and process data on behalf of its customers, including transferring data to affiliated companies or service providers located in the EU as well as in India, Japan, Canada, or the U.S., where data protection laws may not be as comprehensive as within the customer's country of residence. Apple will implement technical and organizational security measures aimed at protecting the data against unauthorized access or disclosure as well as unlawful destruction. Customers will be responsible for the instructions they give to Apple regarding the processing of data, and Apple will act on those instructions as reasonably necessary for the performance of the service and support obligations. Customers should contact Apple at the phone number listed above if they have questions or do not consent to their data being processed in this way.

All support and training offerings are subject to change or discontinuance without notice. Offerings as described may not be available in all countries or in all languages.

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