



Apple Professional Services

WebObjects Silver Support

Efficient, cost-effective support

- Unlimited support incidents
- Response times as short as four business hours*
- Access to a team of technical support engineers
- Quarterly customer activity reports

Full coverage of WebObjects releases

- Coverage for currently supported versions of WebObjects development and deployment tools

Apple Developer Connection Membership

- One Select membership that includes:
 - Discounted WebObjects licence for development and deployment
 - Discounted Mac OS X Server 5-client licence
 - Discounted conference pass to the Apple Worldwide Developer Conference
 - Access to Software Seeding (pre-releases)
 - Monthly Developer CD mailings
 - Apple Developer Connection News e-mail updates
 - Apple Developer Connection website access

WebObjects Silver Support is a cost-effective and flexible technical support solution offered on an annual basis for medium-size to large organisations that develop and deploy WebObjects applications.

This program offers unlimited incidents, quarterly activity reports, access to technical information and software pre-releases, and other resources to help support the successful operation or development of your Internet or intranet applications.

Our technical support staff responds to your technical issues quickly and efficiently, using an expert knowledge-base built up over many years of practical experience or consulting with the product engineers who develop WebObjects.

As a WebObjects Silver Support customer, you will receive the following services:

Access to the support you need

- Priority handling of technical issues
- Unlimited support incidents submitted by e-mail or telephone
- Two designated contacts from your organisation
- Quarterly customer activity reports

Support in key areas

- WebObjects deployment assistance
- WebObjects development tools
- Use of all frameworks in WebObjects
- Application debugging advice and assistance

Quick, dependable response time

WebObjects Silver Support provides timely response to issues submitted by e-mail or phone during operational hours, Monday to Friday, 9:00 am to 6:00 pm central European time (CET) (8:00 am to 5:00 pm GMT). Response time targets are as follows:

- **Priority 1:** Production server down or development halted
Response time: Four business hours*
- **Priority 2:** Performance problem with production system or development problem affecting development schedule
Response time: One business day*
- **Priority 3:** All other questions and bug reports
Response time: Two business days*

* Response time targets are based on normal hours of operation. Apple does not commit to specific response times for issue resolution.



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Availability

Availability may vary depending on location.

Ordering Information

WebObjects Silver Support

Order no. D1526LL/A

Each additional authorised customer contact

- Requires WebObjects Silver Support
- Limit of two additional authorised contacts per customer

Order no. D1232LL/A

For More Information

For more information about WebObjects Silver Support or other Apple Professional Services support offerings, please visit www.apple.com/services, call +44 (0)20 8218 1001 or e-mail services@euro.apple.com.

For more information about Apple Developer Connection Select membership, visit developer.apple.com/membership.

For information about Apple Professional Services consulting, setup and installation, training and certification, and technical support offerings, visit www.apple.com/services.

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www.apple.com/uk

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www.apple.com/ie