



Apple Professional Services

WebObjects Gold Support

Fast, personalised support

- Unlimited support incidents
- Response times as short as two business hours*
- Direct access to an assigned support team
- Scheduled annual onsite visit
- Monthly customer activity reports

Full coverage of WebObjects releases

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

Apple Developer Connection Membership

- One Premier membership that includes:
 - Full WebObjects licence (development and deployment)
 - Developer hardware discounts
 - Mac OS X Server 5-client licence
 - Full 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

Apple Professional Services offers personalised, expert technical support on an annual basis for large organisations or Internet service providers that develop and deploy WebObjects applications.

WebObjects Gold Support provides the highest level of support for your organisation by creating a direct relationship between Apple technical support engineers and your technical staff. This close collaboration allows our support engineers to become more familiar with the design of your applications or deployment architecture, resolve technical issues more effectively and quickly escalate your technical issues to product engineering for faster resolution.

WebObjects Gold Support includes unlimited support incidents, priority call handling and monthly log reports. In addition, each WebObjects Gold Support customer receives an Apple Developer Connection Premier membership, which offers many additional advantages for your technical staff.

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

Personalised support

- A designated Apple technical support engineer
- Highest-priority handling of technical issues
- Unlimited support incidents submitted by e-mail or telephone
- Annual onsite visit by our support staff for a technical support review
- Four designated contacts from your organisation
- A designated management contact from your organisation

Timely and proactive information

- Monthly customer activity reports
- Notification of product-related issues

Software updates

- Access to unpublished product patches
- Access to custom patches when feasible

Support in key areas

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



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Availability

Availability may vary depending on location.

Ordering Information

WebObjects Gold Support

Order no. D1525LL/A

Each additional authorised customer contact

- Requires WebObjects Gold Support
 - Limit of four additional authorised contacts per customer
- Order no. D1232LL/A

Quick, dependable response time

WebObjects Gold 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: Two business hours*
- **Priority 2:** Performance problem with production system or development problem affecting development schedule
Response time: Four business hours*
- **Priority 3:** All other questions and bug reports
Response time: Next business day*

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

For More Information

For more information about WebObjects Gold 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.

Apple

United Kingdom:
www.apple.com/uk

Ireland:
www.apple.com/ie