

AppleCare Service Plan

		Complimentary Support	Pay-Per-Incident Support	AppleCare OS Support Pay-Per-Incident	AppleCare Help Desk Support	AppleCare OS Support			AppleCare for Enterprise**	
						Select	Preferred	Alliance	End User Support	IT Department Support
Support Services										
Customer Contacts	Technical contacts	1	1	1	2	2	2	6	Unlimited	6
	Management contacts	-	-	-	-	-	1	1	-	1
	Number of supported locations	Single location	Single location	Single location	Single location	Single location	Single location	Multiple locations	-	Multiple locations
Support incidents*		Unlimited incidents for first 90 days of ownership	Single incident	Single incident	Unlimited incidents for one year	10 incidents for use within one year	Unlimited incidents for one year	Unlimited incidents for one year	Unlimited incidents for contract duration	Unlimited incidents for contract duration
Local Language Support Hours**	United States & Canada	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					
	Europe	8 a.m. - 7:45 p.m. Western European Time, 7 days a week			7 a.m. - 6:45 p.m. Western European Time, Monday - Friday 7 a.m. - 4:45 p.m. Western European Time, Saturday; 7 a.m. - 2:45 p.m. Western European Time, Sunday					
	Japan	9 a.m. - 9 p.m., 7 days a week			9 a.m. - 6 p.m. Japan Standard Time, Monday - Friday					
	Asia Pacific	9 a.m. - 9 p.m., 7 days a week AEST / NZST / SST / IST			China and Hong Kong: 9 a.m. - 6 p.m. Singapore Time, Monday - Friday Australia: 8 a.m. - 8 p.m. Australian Eastern Time Zone					
	Priority 1: Production system / service down support	Not applicable	Not applicable	Same as above	Same as above	Same as above	Same as above	24 x 7**	Not applicable	24 x 7**
Initial Response Times	Priority 1: Production service down (business hours)	-	-	-	12 hours	4 hours	2 hours	1 hour	-	1 hour
	Priority 2: Performance problem with production service	-	-	-	-	48 hours	24 hours	4 hours	-	4 hours
	Priority 3: All other questions and bug reports	-	-	-	-	72 hours	48 hours	24 hours	-	24 hours
Account Management	Apple account management services	-	-	-	-	-	Included	Included	-	Included
Customer Site Visits	One scheduled kick-off/business review	-	-	-	-	-	-	Included	-	Included
	One scheduled on-site technical analysis (up to 2 days)	-	-	-	-	-	-	Included	-	Included
Reporting	Incident status reporting (web based)	-	-	-	-	-	Included	Included	-	Included
	Quarterly written activity report	-	-	-	-	-	Included	Included	-	Included
	Monthly teleconference review and written activity report	-	-	-	-	-	-	Included	-	Included
Supported Products										
Operating System	Your device's operating system	Unlimited incidents	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	macOS & macOS Server using command-line interface	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	macOS & macOS Server in a virtual environment	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	Troubleshooting automated administrative tasks & scripts	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	Troubleshooting cross-platform integration (security, file and print services)	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	Troubleshooting Directory Services integration (including Active Directory)	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
	File system and RAID configuration	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
OS integration	Apple Configurator installation and use	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	Profile deployment using graphical user interface	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	Configuring devices to work with existing enterprise-grade networks	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	Troubleshooting third party network settings	-	-	Single incident	-	Incident***	Unlimited incidents	Unlimited incidents	-	Unlimited incidents
Apps	Apple-branded apps for your device (Mail, Calendar, Messages)	Unlimited incidents	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	iCloud	Unlimited incidents	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
Hardware	Hardware troubleshooting (repair requires service contract)	-	Single incident	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents

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

** Support may be provided in English outside of Local Language Support Hours.

*** Requires at least one of ten included support incidents to resolve.