### Support Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Complimentary Support</th>
<th>AppleCare OS Support Pay-Per-Incident</th>
<th>AppleCare Help Desk Support</th>
<th>AppleCare for Enterprise**</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select</strong></td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td><strong>Preferred</strong></td>
<td></td>
<td>2</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td><strong>Alliance</strong></td>
<td></td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Resellers</strong></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

### Local Language Support Hours

- **United States & Canada**: 7 a.m. - 10 p.m. Central U.S. Time Zone, 7 days a week
- **Europe**: Monday - Friday: 8 a.m. - 7:45 p.m. Central European Time
  Saturday: 8 a.m. - 5:45 p.m. Central European Time
  Sunday: 8 a.m. - 4:30 p.m. Central European Time
- **Middle East**: Monday - Friday: 9 a.m. - 6 p.m. Israel Time
  Monday - Sunday: 9 a.m. - 9 p.m. Gulf Standard Time
- **Japan**: 9 a.m. - 9 p.m., 7 days a week
  9 a.m. - 6 p.m. Japan Standard Time, Monday - Friday (ACE only - Saturday 9-6 JST)
- **Asia Pacific**: 9 a.m. - 9 p.m., 7 days a week (AEST / NZST / SST / IST)
  Australia: 8 a.m. - 8 p.m. AETZ, English only
  Other countries: 9 a.m. - 9 p.m., 7 days a week, SST / IST, English only
  Local language support in China, Hong Kong, South Korea, 9 a.m. - 6 p.m. Local time, Monday - Friday

### Initial Response Times

<table>
<thead>
<tr>
<th>Priority 1: Production system / service down support</th>
<th>Not applicable</th>
<th>Same as above</th>
<th>Same as above</th>
<th>Same as above</th>
<th>24 x 7**</th>
<th>24 x 7**</th>
<th>Not applicable</th>
<th>24 x 7**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial response times</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4 hours</td>
<td>2 hours</td>
<td>1 hour</td>
<td>1 hour</td>
</tr>
<tr>
<td>Priority 2: Performance problem with production service</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>48 hours</td>
<td>24 hours</td>
<td>4 hours</td>
<td>4 hours</td>
</tr>
<tr>
<td>Priority 3: All other questions and bug reports</td>
<td></td>
<td>72 hours</td>
<td>48 hours</td>
<td>24 hours</td>
<td>24 hours</td>
<td>24 hours</td>
<td>-</td>
<td>24 hours</td>
</tr>
</tbody>
</table>

### Account Management

- Apple account management services: -
  Included: Included
  Included: Included
  Included: Included
  - Onboarding / case oversight

### Customer Site Visits

- One scheduled kick-off / business review: -
  - Included: Included
  - Included: Included
  - Included: Included
  - Included: Included

### Reporting

- Incident status reporting (web based): -
  - Included: Included
  - Included: Included
  - Included: Included
  - Included: Included

- Quarterly written activity report: -
  - Included: Included
  - Included: Included
  - Included: Included
  - Included: Included

- Monthly conference call and written activity report: -
  - Included: Included
  - Included: Included
  - Included: Included
  - Included: Included

### Essential Products

#### Operating System

- Your device's operating system
  - Unlimited incidents
  - Single incident
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents

#### macOS & macOS Server using command-line interface

- Single incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident

#### macOS Server in a virtual environment

- Single incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident

#### Troubleshooting automated administrative tasks & scripts

- Single incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident

#### Troubleshooting cross-platform integration (security, file and print services)

- Single incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident

#### Troubleshooting Directory Services integration (including Active Directory)

- Single incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident
  - Incident: Incident

#### File system and RAID configuration

- Single incident
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents

#### Profile deployment using graphical user interface

- Single incident
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents

#### Configuring devices to work with existing enterprise-grade networks

- Single incident
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents

#### Applebranded apps for your device (Mail, Calendar, Messages) iCloud

- Unlimited incidents
  - Single incident
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents
  - Unlimited incidents

#### Hardware troubleshooting (repair requires service contract)

- Single incident
  - Unlimited incidents
  - Unlimited incidents
  - 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.
** Support may be provided in English outside of Local Language Support Hours.
*** Requires at least one included support incident to resolve.