<table>
<thead>
<tr>
<th>Support Services</th>
<th>Complimentary Support</th>
<th>Pay-Per-Incident Support</th>
<th>AppleCare OS Support Pay-Per-Incident</th>
<th>AppleCare Help Desk Support</th>
<th>AppleCare OS Support</th>
<th>AppleCare for Enterprise**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Contacts</td>
<td>Technical contacts</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Management contacts</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Number of supported locations</td>
<td>1</td>
<td>Single location</td>
<td>Single location</td>
<td>Single location</td>
<td>Single location</td>
</tr>
<tr>
<td>Support Incidents*</td>
<td></td>
<td>Unlimited incidents for first 90 days of ownership</td>
<td>Single incident</td>
<td>Single incident</td>
<td>Unlimited incidents</td>
<td>Unlimited incidents</td>
</tr>
</tbody>
</table>

** Requires at least one included support incident to resolve.

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

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

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

*** Requires at least one included support incident to resolve.

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**Hardened Products**

- **Operating System**
  - Your device's operating system
  - macOS & macOS Server using command-line interface
  - macOS & macOS Server in a virtual environment
  - Troubleshooting automated administrative tasks & scripts
  - Troubleshooting cross-platform integration (security, file and print services)
  - Troubleshooting Directory Services integration (including Active Directory)
  - File system and RAID configuration
  - Apple Configurator installation and use
  - Profile deployment using graphical user interface
  - Configuring devices to work with existing enterprise-grade networks
  - Troubleshooting third-party network settings
  - Hardware troubleshooting (repair requires service contract)

**Preferred**

- **Reporting**
  - Incident status reporting (web-based)
  - Quarterly written activity report
  - Monthly teleconference review and written activity report

---

**Local Language Support Hours**

<table>
<thead>
<tr>
<th>Region</th>
<th>Support Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States &amp; Canada</td>
<td>7 a.m. - 10 p.m. Central U.S. Time Zone, 7 days a week</td>
</tr>
<tr>
<td>Europe</td>
<td>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. - 3:45 p.m. Central European Time</td>
</tr>
<tr>
<td>Japan</td>
<td>9 a.m. - 6 p.m. Japan Standard Time, Monday - Friday (ACE only - Saturday 9-6 JST)</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>9 a.m. - 9 p.m., 7 days a week AEST / NZST / SST / IST</td>
</tr>
</tbody>
</table>

---

**Initial Response Times**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Initial Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1: Production system / service down support</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Priority 2: Performance problem with production service</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Priority 3: All other questions and bug reports</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

---

**Account Management**

- Apple account management services
  - Included |
  - Included |
  - Included |
  - Included |
  - Included |

---

**Customer Site Visits**

- One scheduled kick-off (business review)
  - Included |
  - Included |
  - Included |
  - Included |
  - Included |

- One scheduled on-site technical analysis (up to 2 days)
  - Included |
  - Included |
  - Included |
  - Included |
  - Included |

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**Help Desk**

- Service case oversight
  - Included |
  - Included |
  - Included |
  - Included |
  - Included |

---

**Preferred**

- **Operating System**
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  - macOS & macOS Server in a virtual environment
  - Troubleshooting automated administrative tasks & scripts
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