

AppleCare Service Plan

		AppleCare Professional Video Support	AppleCare Help Desk Support	Mac OS X Server Software Support			AppleCare Xsan Support
				Select	Preferred	Alliance	
Part Number		MA698ZM/B	MB039ZM/A	MB040ZM/A	D2652LL/C	D2653LL/C	M9754LL/A
Price		\$639	\$2,239	\$4,796	\$15,996	\$39,996	\$639
Support Services							
Customer Contacts	Technical contacts	1	2	2	2	4	-
	Management contacts	-	-	-	1	1	-
	Number of supported locations	Single Location	Single Location	Single Location	Single Location	Multiple Locations	Single Location
Support Incidents*		Unlimited Incidents	Unlimited Incidents	10 incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
Hours of Operation	US / Canada	8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week					24 x 7
Response Times	Priority 1: Production server down (business hours)	-	12 hours	4 hours	2 hours	1 hour	-
	Priority 2: Performance problem with production server (business hours)	-	-	48 hours	24 hours	4 hours	-
	Priority 3: All other questions and bug reports (business days)	-	-	3 days	2 days	Next day	-
Account Management	Technical account management services	-	-	-	●	●	-
Customer Site Visits	One scheduled kick-off/business review (all day onsite visit)	-	-	-	-	●	-
	One scheduled on-site technical analysis (up to 2 days)	-	-	-	-	●	-
Reporting	Incident status reporting (web based)	-	-	●	●	●	-
	Quarterly written activity report	-	-	-	●	●	-
	Monthly teleconference review and written activity report	-	-	-	-	●	-
Resources	Periodic email updates	-	●	●	●	●	-
	Library of Mac OS X installation and hardware diagnostic discs	-	●	●	●	●	-
	Quarterly updates to disk library	-	●	●	●	●	-
Supported Products							
Operating System	Mac OS X using graphical user interface	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Mac OS X Server using graphical user interface	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	-
	Mac OS X & Mac OS X Server using command-line interface	-	-	Incident**	Unlimited Incidents	Unlimited Incidents	-
	Troubleshooting automated administrative tasks & scripts	-	-	Incident**	Unlimited Incidents	Unlimited Incidents	-
	Cross-platform integration (security, file and print services)	-	-	Incident**	Unlimited Incidents	Unlimited Incidents	-
	Workgroup Manager integration (including third-party directories)	-	-	Incident**	Unlimited Incidents	Unlimited Incidents	-
	Active Directory integration (including home directory integration)	-	-	Incident**	Unlimited Incidents	Unlimited Incidents	-
	RAID Admin software	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
Consumer Software	Apple consumer application support (iLife, iWork)	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	-
Video Software	Final Cut Studio, Shake, & Final Cut Express support	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	-
	Custom workflow design (as for digital post production)	-	-	-	-	Unlimited Incidents	-
Audio Software	Logic Pro and Logic Express	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	-
Photography Software	Aperture support	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	-
Remote Management	Apple Remote Desktop support	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	-
SAN Software	Xsan support	-	-	-	-	-	Unlimited Incidents
WebObjects Software	WebObjects support	-	-	-	-	-	-
Hardware Support	iPod troubleshooting (repair requires service contract)	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	-
	Apple TV troubleshooting (repair requires service contract)	-	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	-
	Mac hardware troubleshooting (repair requires service contract)	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Xserve hardware troubleshooting (repair requires service contract)	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents
	Xserve RAID hardware troubleshooting (repair requires service contract)	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents	Unlimited Incidents