		Complimentary Support	AppleCare OS Support Pay-Per-Incident	AppleCare Help Desk Support	AppleCare OS Support				AppleCare for Enterprise**	
					Select	Preferred	Alliance	Resellers	End User Support	IT Department Support
Support Services										
Customer Contacts	Technical contacts	1	1	2	2	12	Unlimited	6	Unlimited	6
	Management contacts	-	-	-	-	1	1	1	-	1
	Number of supported locations	Single location	Single location	Single location	Single location	Multiple locations	Multiple locations	Multiple locations	-	Multiple locations
Support incidents*		Unlimited incidents for first 90 days of ownership	Single incident	Unlimited incidents for one year	10 incidents for use within one year	50 incidents for use within one year	Unlimited incidents for one year	20 per year	Unlimited incidents for contract duration	1 per year
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	**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								
	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 All 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							
	Priority 1: Production system / service down support	Not applicable	Same as above	Same as above	Same as above	Same as above	24 x 7**	24 x 7**	Not applicable	24 x 7**
Initial Response Times	Priority 1: Production service down (business hours)	-	-	-	4 hours	2 hours	1 hour	1 hour	-	1 hour
	Priority 2: Performance problem with production service	-	-	-	48 hours	24 hours	4 hours	4 hours	-	4 hours
	Priority 3: All other questions and bug reports	-	-	-	72 hours	48 hours	24 hours	24 hours	-	24 hours
Account Management	Apple account management services	-	-	-	-	Included	Included	Included	-	Onboarding / case oversight
Customer Site Visits	One scheduled kick-off/business review	-	-	-	-	-	Included	-	-	-
	One scheduled on-site technical analysis (up to 2 days)	-	-	-	-	-	Included	-	-	-
Reporting	Incident status reporting (web based)	-	-	-	-	Included	Included	Included	-	-
	Quarterly written activity report	-	-	-	-	Included	Included	-	-	-
	Monthly teleconference review and written activity report	-	-	-	-	-	Included	Included	-	-
Supported 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
	macOS & macOS Server using command-line interface	-	Single incident	-	Incident***	Incident***	Unlimited incidents	Incident***	-	Incident***
	macOS & macOS Server in a virtual environment	-	Single incident	-	Incident***	Incident***	Unlimited incidents	Incident***	-	Incident***
	Troubleshooting automated administrative tasks & scripts	-	Single incident	-	Incident***	Incident***	Unlimited incidents	Incident***	-	Incident***
	Troubleshooting cross-platform integration (security, file and print services)	-	Single incident	-	Incident***	Incident***	Unlimited incidents	Incident***	-	Incident***
	Troubleshooting Directory Services integration (including Active Directory)	-	Single incident	-	Incident***	Incident***	Unlimited incidents	Incident***	-	Incident***
	File system and RAID configuration	-	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
OS integration	Apple Configurator installation and use	-	Single incident	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
	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
	Troubleshooting third party network settings	-	Single incident	-	Incident***	Incident***	Unlimited incidents	Incident***	-	Incident***
Apps	Apple-branded apps for your device (Mail, Calendar, Messages)	Unlimited incidents	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
	iCloud	Unlimited incidents	Single incident	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents	Unlimited incidents
Hardware	Hardware troubleshooting (repair requires service contract)	-	Single incident	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.