

| | | 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.