

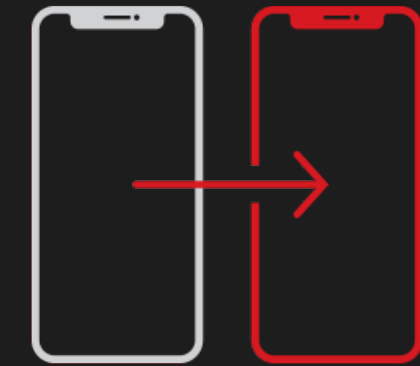
AppleCare for Enterprise



Expert Help Desk



Priority Device Repair



Service Pool

<p>End User Phone Support Help Desk Support IT Support</p>	<p>Onsite Repair and Replacement Global coverage — 30 countries</p>	<p>Service Pool 5% iOS — 2% Mac Service Pool + 10% iOS — 4% Mac</p>
<p>Troubleshooting and Repair setup</p>	<p>Consistent Mac and iOS break fix</p>	<p>Manage hardware replacement globally</p>
<p>Reduce Help Desk load</p>	<p>Reduce downtime for repairs Visibility with Enterprise Portal</p>	<p>Reduce costs of accidental damage repairs</p>

Apple Care for Enterprise

Tier 1	Tier 2	Tier 3	Service Pool	Service Pool+
50-999	1000-4999	5000	2% Mac 5% iOS	4% Mac 10% iOS

AppleCare for Enterprise Enrollment

<https://enterprise.apple.com/directEnroll> (Use an Apple ID with company domain, choose ACE product, assign contacts)

Terms and Conditions AppleCare for Enterprise

<https://www.apple.com/legal/sales-support/applecare/applecareforenterprise/>

AppleCare for Enterprise

Country Availability





AppleCare for Enterprise

Enterprise-level support

One incident per year

Help desk support

Unlimited, 12/7

End user support

Unlimited, 24/7

Hardware coverage

Replace up to 10% of iPhone or iPad devices

Repair up to 4% of Mac computers

Hardware service

Onsite hardware service



AppleCare OS Support Select

Enterprise-level support

Up to 10 incidents

Four-hour response for high-priority issues, 12/7

Help desk support

Unlimited, 12/7



AppleCare OS Support Preferred

Enterprise-level support

50 incidents
multiple locations

Two-hour response for high-priority issues, 12/7

Assigned AppleCare account manager

Help desk support

Unlimited, 12/7

12 Contacts



AppleCare OS Support Alliance

Enterprise-level support

Unlimited incidents,
multiple locations

One-hour response for high-priority issues, 24/7

Dedicated AppleCare account manager

Apple technical support engineer onsite review

Help desk support

Unlimited, 12/7

Unlimited Contacts