



AppleCare Support Professional Series

Features

State-of-the-art support

- Gives you exclusive access to a private web site that offers the very latest product and technology information from Apple, as well as timely, proactive support-focused e-mail notices
- Provides priority telephone assistance from senior Apple technical support representatives as an available option
- Enables further support escalation for exceptionally difficult or unusual cases through Apple's membership in the industry-acclaimed TSANet
- Offers self-paced training courses on key Apple products, delivered via the Internet
- Includes Software Recovery and Macintosh Diagnostic CDs

Efficient delivery

- Takes full advantage of current information delivery technologies, by using:
 - A dedicated web site
 - Timely e-mail notices
 - CD-ROM updates

High scalability and flexibility

- Lets you select the precise level of Apple support information you need
- Enables you to expand the number of support contacts
- Allows access to support information from a system running either the Mac OS or Windows

Support Professional is Apple's premier technical support program specifically designed for enterprise, government, and educational computing support environments. It provides a central resource for Apple support.

By allowing access to the latest Apple support information and assistance through a wide range of state-of-the-art delivery methods—including a dedicated web site, timely e-mail notices, and relevant CD-ROM mailings—Support Professional can help you reduce training costs, improve response time, and manage support resources more efficiently. It also features an ongoing relationship with senior Apple technical support representatives, whose all-round experience is invaluable for everything from dealing with day-to-day user crises to staying abreast of the latest developments in computer technology.

Support Professional provides a wealth of flexible, scalable services designed to accommodate today's fast-paced technological changes—extremely cost-effectively. Support Professional 500 is an annual agreement that consists of authorization to a private web site, a set of Apple Software Recovery CD's, and Support Notice! e-mail notifications for two contacts. Support Professional 700 includes all aspects of the Support Professional 500 plus priority telephone access to senior Apple technical support representatives. Both the 500 and 700 options offer renewal agreements and the ability to include additional contacts to your existing agreement.

If you are responsible for supporting users of Apple technologies, the AppleCare Support Professional Series is your best solution for fast, responsive, and accurate technical support.



Specification Sheet

AppleCare Support Professional Series

Program Details

As an AppleCare Support Professional Series customer, you will receive the following services:

Private, dedicated web access to valuable Apple-related information

A series of dedicated servers on a high-speed network ensure priority access to valuable information resources, including:

- **Technical Information Library (TIL):** The technical knowledge base used by Apple support staff worldwide. This version of the TIL includes additional information designed for support providers.
- **Apple Spec Database:** Detailed technical specifications on a variety of Apple computers, displays, printers, and other products introduced since 1984, including memory configurations, power requirements, video capabilities, built-in ports, software, sound capabilities, and logic board components.
- **Apple Software Updates:** The latest releases of updates and patches to Apple software.
- **Apple Software Recovery Archive:** Disk images of most Apple software for replacement and disaster recovery to protect you against a variety of catastrophic system failures and much more.
- **Apple Training Library:** Based on the same self-paced training used by Apple support staff, information on topics ranging from general troubleshooting to detailed product support.
- **Apple Manuals Library:** Adobe Acrobat versions of manuals for Apple hardware and software, for replacement purposes.
- **Discussion Forum:** A place for customers to share issues and support solutions.

Support Notice!

A timely, proactive, support-focused e-mail subscription, designed to keep Support Professional customers informed of the latest relevant issues.

Priority Escalation Support Line*

A toll-free telephone service that provides:

- Unlimited access to senior Apple support staff for technical advice
- Technical expertise covering most Apple products and technologies

Support CDs

A series of CDs that offer convenient, on-site access to vast resources. Available CDs include:

- **System Software Recovery CDs:** A complete and efficient tool for disaster recovery, software installation, and maintenance. Contains a wide variety of Apple system software, peripheral drivers, and system-level networking software.
- **Apple Applications Recovery CD:** A wide variety of Apple-labeled productivity, utility, and networking software, including Apple Software Restore, which is designed to automate the duplication of a software configuration onto any number of systems.
- **Apple Legacy Software Recovery CD:** A number of earlier Apple-developed system software versions, starting with Mac OS 7.6, for all 680x0-based systems; also contains all Apple-branded Newton software, all Apple-branded Apple II software, and all Apple-branded Lisa software. May be updated intermittently.
- **Macintosh Diagnostic CDs:** MacTest Pro, Apple's own diagnostic tool, which provides the most advanced troubleshooting and testing tools available for Apple products.

*Available with the Support Professional 700 offering only.

Ordering Information

You can purchase the AppleCare Support Professional Series by calling 888-APL-VALU (888-275-8258).

Support Professional 500

M6103LL/A

Support Professional 500 Renewal

M6111LL/A

Support Professional 700

M6104LL/A

Support Professional 700 Renewal

M6112LL/A

Support Professional Additional Contact

M6106LL/A

Support Professional Additional Contact Renewal

M6113LL/A

Additional Apple Support Options

Apple offers a comprehensive selection of hardware and software support options for Apple products.

- AppleCare SupportLine Series
- AppleCare Professional Mac OS X Server Series
- AppleCare Professional Multimedia Series
- AppleCare Extended Service

To learn more about these programs, visit www.apple.com/supportoptions/ or call 888-APL-VALU (888-275-8258).

For More Information

For more information about Apple products, or to find out where to buy, visit www.apple.com/products or call 800-538-9696. To purchase Apple products from the Apple Store, go to www.apple.com/store.

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