



# Apple Support Line

## Features

### **Solid support from Apple experts**

- Provides telephone assistance from Apple technical support representatives
- Offers answers to the most commonly asked questions
- Features assistance with day-to-day issues related to Apple products
- Includes referrals to appropriate third-party support as needed

### **Efficient delivery**

- Gives you toll-free telephone support through a unique access number
- Offers 12-hour-a-day, 5-day-a-week access to technical assistance

### **Convenience and affordability**

- Takes up where your standard support leaves off—easily and seamlessly
- Provides a highly economical way to get the support information you need

Apple is dedicated to providing support that meets the needs of our customers. Whether you're a home user with one system or a small to medium-size business with numerous systems, Apple Support Line has an option to meet your needs.

Apple Support Line, Apple's suite of customer support offerings, provides convenient and affordable technical support after your 90 days of standard support expires. With Apple Support Line, you can call our toll-free number anytime during regular business hours and speak with an Apple technical support representative.

Need a more comprehensive support solution? Apple's Support Professional was developed for Apple customers who manage help desks or support users of Apple technologies.

For more information about Apple Support Line, Support Professional, or any of our other service and support options, visit the Apple web site at [www.apple.com](http://www.apple.com) and select "Support" near the end of the page.



## Specification Sheet

### Apple Support Line

### Program Details

As an Apple Support Line customer, you will receive the following services:

- Priority access to trained Apple technical support representatives
- A toll-free telephone number and a unique access number to receive assistance
- Telephone support 12 hours a day, 5 days per week (excluding national holidays)
- Information on product features
- Answers to product setup, installation, and usage questions
- Assistance with:
  - Storing, retrieving, and managing files
  - Creating and editing text and data files
  - Interpreting system error messages
  - Software-related printing issues
- Referrals for third-party application support
- Answers to configuration questions, including cabling and switch setting

**Apple Support Line does not cover:**

- Network operating system support
- Support for multiple-operating-system environments
- Third-party application support

### Ordering Information

To purchase one of Apple's support options in the United States, or Canada, please call 1-888-APL-VALU (1-888-275-8258). Technical and administrative support is provided in English.

### Options

**Choose from any of these options:**

**Per-Incident Apple Support Line**

With Per-Incident Apple Support Line, you pay for technical support as you need it. Per-incident support provides access to our trained Apple technical support representatives to resolve a single issue.

**\$35**

**Per-Incident Apple Support Line Plus**

AIX, A/UX, Apple Internet Router, Apple Network Administrator Toolkit, Apple Network Assistant, AppleShare, AppleShare IP, Apple IP Gateway, At Ease for Workgroups, Mac OS X Server, MacX, or MacDNS.

**\$150**

**3-Incident Apple Support Line**

Developed for customers who may have multiple questions about their Apple systems, 3-Incident Apple Support Line covers one computer system and attached peripherals for up to 3 incidents.\*

**\$69**

**15-Incident Apple Support Line**

Designed for small to medium-size businesses with multiple Apple systems, 15-incident Apple Support Line provides access to Apple technical support representatives to resolve 15 incidents.\* A 15-incident agreement covers up to 10 Apple systems and allows three contacts to access support.

**\$340**

\*An incident is defined as a question relating to a specific, discrete issue that can be answered by isolating its origin to a single cause. While our goal is to resolve issues on the first call, we will continue to work with each issue through resolution. Some incidents may require more than one phone call to reach resolution.

### For More Information

For more information, or to find out where to buy Apple products—through a reseller or from the Apple Store—visit [www.apple.com](http://www.apple.com) or call 1-800-538-9696.

Apple stands behind its products with world-class service and support. Offering quality parts, extended hardware service options, phone support, and support via the Internet, we provide you with support choices that meet your needs. For more information, visit [www.apple.com/support](http://www.apple.com/support).

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