



AppleCare SupportLine Series

Features

Genuine Apple support

- Toll-free telephone support from Apple technical support representatives
- Assistance with the basic use of Apple software and hardware products
- Problem isolation and referral to appropriate third-party vendor support as needed

Convenience and affordability

- Economical per incident support for home users
- Value-priced annual agreements for home offices and small businesses

Efficient delivery

- 12-hour-a-day, 5-day-a-week availability of technical assistance
- Direct, priority telephone access for annual agreement customers

Whether you need help with the software on your own Macintosh system or a group of computers at your business, the AppleCare SupportLine Series offers options to meet your needs.

Designed for individuals and small businesses, this convenient, inexpensive program provides telephone support on a per incident or annual agreement basis. It covers most Apple software installed on iMac, Power Macintosh, or Macintosh PowerBook systems.*

The AppleCare SupportLine series covers:

- Any Apple hardware product purchased less than five years ago
- Mac OS software versions 7.x to 8.x
- AppleWorks 5.0.3, ClarisWorks 5.0, ClarisWorks for Kids 1.0.x, Claris Emailer 2.0.x, ClarisImpact 2.0 and later, ClarisDraw 2.0.x and later, Claris Organizer 2.0 and later, and HyperCard 2.4 software
- QuickTime Starter Kit, QuickTime 3.0 and later, QuickTime 3.0 Pro and later, and QuickTime VR (QTVR) Authoring Studio
- Apple Remote Access Personal Server, Apple Remote Access Multi-port Server, and Apple Remote Access Client software

As an Apple SupportLine customer, you can receive assistance with the following tasks:

- Installation and launching of supported software
- Recovery of software that has stopped working properly
- Configuration of Apple and supported third-party hardware
- Basic use and troubleshooting of supported hardware and software
- Problem isolation to a third-party hardware or software product and referrals for third-party application support

AppleCare SupportLine does not offer assistance with content creation, training, or consulting.

The SupportLine Per Incident option, as its name suggests, is a pay-as-you-go plan. There's no need to sign up in advance; you just call the AppleCare hotline at 888-APL-VALU (888-275-8258) to initiate this option. That call and any subsequent calls necessary to resolve the original incident are covered by a single fee.

If you need technical support for a small business, the SupportLine Annual Agreement is an excellent choice. This economical agreement covers up to 10 incidents per calendar year for any combination of Apple systems.

The AppleCare SupportLine Series: Your best all-around support option for Apple software.

* Users of Mac OS X Server, Final Cut Pro, and versions of multimedia or server software not listed above should purchase the AppleCare Professional Multimedia Series or AppleCare Professional Mac OS X Server Series coverage. See the AppleCare web site at www.apple.com/support for more information on these options.



Specification Sheet

AppleCare SupportLine Series

Available Options

Per Incident

The SupportLine Per Incident* plan is designed to meet the needs of Macintosh users who need general technical support on an infrequent basis. It's convenient and inexpensive; you pay only for the technical support you need, when you need it. Your fee covers a single incident, and can be applied to any Apple hardware or software purchased less than five years ago.

Annual Agreement

The SupportLine Annual Agreement provides telephone support for up to one year. It covers any Apple hardware or software purchased less than five years ago, and is limited to a total of 10 incidents* in the one-year timeframe.

* 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 Apple's 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.

Ordering Information

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

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AppleCare SupportLine Series—Per Incident

M7532LL/A

AppleCare SupportLine Series—Annual Agreement

Additional Apple Support Options

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

- AppleCare Support Professional 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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