



# AppleCare SupportLine FAQ

**Q. What is AppleCare SupportLine?**

**A.** AppleCare SupportLine (ASL) provides convenient and affordable telephone technical support after your 90 days of standard support expires. ASL is primarily designed for consumers and customers who work at home or in a small office. ASL is ideal for new Apple customers and for experienced customers who have recently upgraded their software and/or hardware.

**Q. What products are covered through AppleCare SupportLine?**

**A.** Apple-labeled hardware products purchased within the last five years. Coverage includes the computer, its attached Apple-labeled peripherals, and any Apple or Claris-labeled software.

**Q. What type of support is covered by AppleCare SupportLine?**

**A.** All ASL agreements cover:

- Software installation, launch and recovery
- Product usage
- Troubleshooting
- Third-party support referral

**ASL does not provide:**

- Networking support
- Third-party product support
- Training and consultation

**Q. What products are available through the AppleCare SupportLine products?**

**A.** ASL can be purchased by the individual incident or as an annual agreement. Customers receive priority access to Apple technical representatives Monday through Friday, 6 a.m. to 6 p.m. Pacific Time. The same type of support is provided for both the ASL annual agreement and the ASL per-incident plan.

**Q. What does AppleCare SupportLine Per-Incident include?**

**A.** The Per-Incident plan gives you the option of paying for technical support to resolve a single issue when you need it. More specifically, 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 include multiple phone calls to reach resolution.



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**Q. What does an AppleCare SupportLine Annual Agreement include?**

**A.** The annual agreement is value priced. The agreement-holder may get technical support for up to ten incidents during a one-year period. Access to Apple technical support is by a unique agreement number which can be shared by a family or small work group.

**Q. How do I access technical support under an AppleCare SupportLine annual agreement?**

**A.** When you purchase an ASL annual agreement, you'll receive a unique Support Access Number (SAN). Your SAN number will also be noted on your confirmation letter, which you'll receive a few days after placing your order.

When you call our toll-free number (1-888-APL-VALU) during normal business hours, you'll be prompted to enter your SAN number before you speak with a technical support representative.

**Q. What if I lose my SAN?**

**A.** If you lose your SAN number, call 1-888-APL-VALU and one of our trained representatives will assist you.

**Q. How much does AppleCare SupportLine cost?**

**A.** The prices are in U.S. dollars:

- AppleCare SupportLine Per-Incident—\$49.00 US\$
- AppleCare SupportLine Annual Agreement—\$289.00 US\$

**Q. How do I purchase AppleCare SupportLine?**

**A.** Call Apple at 1-888-APL-VALU to order any of these products. We are open Monday through Friday from 6:00 a.m. to 6:00 p.m., Pacific Time.

**Q. Who can purchase AppleCare SupportLine?**

**A.** Anyone in the United States or Canada can purchase an ASL agreement or per-incident support. ASL is priced in U.S. dollars.

**Q. What payment methods are available to purchase AppleCare SupportLine?**

**A.** We accept VISA, MasterCard, American Express, and the Discover Card for all transactions. Please have your credit card number available when you call.

**Q. Can I use a check or purchase order to buy AppleCare SupportLine agreements?**

**A.** You may use purchase orders or checks to buy ASL annual agreements. Customers will not have access to technical support until the purchase order is received or their check clears.

**Q. Can I purchase Per-Incident support with a check?**

**A.** No, it is available only by credit card.

**Q. Can I cancel my AppleCare SupportLine agreement?**

**A.** You can cancel an ASL agreement within 10 days of purchase. Per Incident AppleCare SupportLine will be cancelled on a case-by-case basis.



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**Q. Are AppleCare SupportLine agreements transferable?**

**A.** Yes. If you sell the equipment covered by the agreement, you can transfer the agreement as well. Follow the instructions in the AppleCare SupportLine Terms and Conditions to ensure proper transfer of your agreement.

**Q. What if I purchased a 3-pack or 15-pack AppleCare SupportLine agreement? Will Apple still honor it?**

**A.** Yes, we will honor all active (unexpired) SupportLine agreements.

**Q. Where can I get more details about AppleCare SupportLine?**

**A.** [www.info.apple.com/support/supportoptions/aplsupline.html](http://www.info.apple.com/support/supportoptions/aplsupline.html)

**Q. When should I buy AppleCare SupportLine?**

**A.** ASL is available whenever you need it. Some people buy ASL when they run into a problem they can't easily solve on their own. You can buy a single incident or, if you're likely to need additional support, an annual agreement may be an overall better value. Some people buy an annual agreement when they buy their new computer to provide peace of mind. For these customers, the annual agreement will begin the day their built-in support expires.

**Q. If I purchase AppleCare SupportLine while my equipment is still under warranty, and the problem is determined to be a hardware failure covered under my warranty, will I still be billed for AppleCare SupportLine?**

**A.** No! If you have ASL per-incident, your credit card will be credited. If you have an annual agreement, the incident will not be counted.

**Q. Where and how can I buy AppleCare SupportLine?**

**A.** ASL is sold directly and exclusively by Apple. Just call our toll free number (888-APL-VALU) to place an order and receive technical support. ASL can be purchased by credit card (Visa, MasterCard, AmericanExpress and, Discover).

**Q. I purchased my Apple computer between April 1, 1993 and April 1, 1996 and I am the original owner. What support options are available to me?**

**A.** For support information on these Legacy products, go to:  
[www.info.apple.com/support/legacy/legacyfaq.html](http://www.info.apple.com/support/legacy/legacyfaq.html)

**Q. I purchased my Apple Performa between September 1, 1992 and April 1, 1996 and I am the original owner. What support options are available to me?**

**A.** For support information on these Legacy products, go to:  
[www.info.apple.com/support/legacy/legacyfaq.html](http://www.info.apple.com/support/legacy/legacyfaq.html)