AppleCare Professional Mac OS X Server Series FAQ

Q. What is the AppleCare Professional Mac OS X Server Series?

A. The AppleCare Professional Mac OS X Server Series is a software support program designed for business and education users who have adopted Apple's robust new UNIX-derived server operating system. Offering both Per Incident and Annual Agreement options, this program gives you the support you need to manage web sites and departmental servers powered by Mac OS X Server.

Q. What products are covered through the AppleCare Professional Mac OS X Server Series?

A. Support is provided for Mac OS X Server, Apple File Services, the Apache web server, Macintosh Management Server, QuickTime Streaming Server, and NetBoot Server software. Installation support for WebObjects 4.0 Developer software is also included.

Q. What types of support are provided by the AppleCare Professional Mac OS X Server Series?

A. The program covers installation, configuration, troubleshooting, and recovery support for Mac OS X Server software. For WebObjects 4.0 Developer, only installation support is provided.

Q. Does Mac OS X Server software come with 90 days of complimentary support?

A. Yes. Customers receive 90 days of complimentary support if the Mac OS X Server software is bundled with a Macintosh Server G3 computer. This support is provided through a toll-free phone number and is for software installation only. Customers must purchase an AppleCare Professional Mac OS X Series product to obtain support beyond the initial 90 days; support for additional issues such as configuration, troubleshooting, and recovery; or support for Mac OS X Server software as a stand-alone product.

Q. What options are available through the AppleCare Professional Mac OS X Server Series?

A. The AppleCare Professional Mac OS X Server Series can be purchased by the individual incident or as an annual agreement. All customers receive priority access to Apple technical representatives Monday through Friday, 6 a.m. to 6 p.m. Pacific Time. 7x24 Annual Agreement customers also receive technical support via pager service during non-business hours (evenings, weekends, and national holidays), with an average response within two hours of initial page.

Q. What does the AppleCare Professional Mac OS X Server Per Incident program include?

A. The per incident plan gives you the option of paying for technical support to resolve a single incident 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, that is initiated by a telephone call or an e-mail message. While Apple's goal is to resolve issues on the first call or with the first e-mail message, Apple will continue to work with each issue through resolution. Some incidents may require multiple phone calls or e-mail messages to reach resolution. (The use of Apple's web-based support does not constitute an incident for purposes of the Support Agreement.)

Q. What does an AppleCare Professional Mac OS X Server Annual Agreement include?

A. Customers can choose between two value-priced annual agreements: 5x12 (five days a week, twelve hours a day) or 7x24 (seven days a week, twenty-four hours a day). The 5x12 agreement provides e-mail or priority telephone support for up to 25 incidents, and 12 months access to a private web site. The 7x24 agreement provides e-mail or priority telephone support for up to 38 incidents, and 12 months access to a private web site. The private web site includes resources such as a Mac OS X Server version of Apple's Technical Information Library and the Tech Exchange discussion boards.

Q. What are the available hours of operation?

A. Customers purchasing any of the three AppleCare Professional Mac OS X Server support options can reach a technical support representative Monday through Friday from 6:00 a.m. to 6:00 p.m. Pacific Time. 7x24 Annual Agreement customers get additional support as described below.

Q. If I purchase an AppleCare Professional Mac OS X Server 7x24 Annual Agreement, how quickly should I expect a response to an after-hours support question?

A. Technical support for AppleCare Professional Mac OS X Server 7x24 Annual Agreement customers during non-business hours (evenings, weekends, and holidays) will be provided via pager service, with an average response within two hours of the initial call.

Q. Why do the AppleCare Professional Mac OS X Server Annual Agreements have a limited number of incidents?

A. Previously, Apple limited the scope of Support Professional products to two contact people within the customer's company, a specified number of servers, or sometimes both. Our new support products for Mac OS X Server eliminate those restrictions, giving customers more flexibility in meeting their support needs. To provide such flexibility at a reasonable cost, Apple has placed limits on the total number of incidents covered during the 12-month time span of the agreement.

Q. I purchased a single incident agreement but don't consider incident resolved. Whom do I contact?

A. If you have any questions about the status of your incident, please call 1-888-APL-VALU (1-888-275-8258) and reference your case or agreement number.

Q. How do I purchase an AppleCare Professional Mac OS X Server Series product?

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. You can also order over the web by visiting the AppleCare Store, applecarestore.info.apple.com.

Q. What is the cost of the AppleCare Professional Mac OS X Server Series?

A. Apple's suggested retail price for the Per Incident plan is $199, for the 5x12 Annual Agreement option is $2,999, and for the 7x24 Annual Agreement program is $4,499 (prices are in U.S. dollars). Visit Apple's support web site at www.info.apple.com/supportoptions/ for current options and pricing.

Q. Who can purchase the AppleCare Professional Mac OS X Server Series products?

A. Anyone in the United States or Canada can purchase a Per Incident or Annual Agreement plan.

Q. If I purchase AppleCare Professional Mac OS X Server Per Incident support, can I upgrade it to an Annual Agreement?

A. No, any one of the available Annual Agreements will need to be purchased independently of Per Incident support purchases.

Q. What if I want to cancel an annual agreement? Do I get a refund for unused incidents?

A. If you are not satisfied with your AppleCare Professional OS X Server Annual Agreement and would like to terminate it, you may send an e-mail message to admin@applecarestore.info. apple.com. You will receive a full refund within 30 days of the invoice or purchase date. If you have any questions about terminating your annual agreement, please call an Apple Customer Service Representative at 1-888-APL-VALU (1-888-275-8258).

Q. Where can I find a copy of the Terms and Conditions for the AppleCare Professional OS X Server Series Annual Agreements?

A. Please refer to Apple's web site at www.apple.com/supportoptions/.

Q. If I have any other questions about my AppleCare Professional Mac OS X Server Series Annual Agreement, whom should I contact?

A. You can contact an Apple Customer Service Representative by calling 1-888-APL-VALU (1-888-275-8258) or by sending an e-mail message to admin@applecarestore.info.apple.com.

Q. Where can I get more information about the AppleCare Professional Mac OS X Server Series?

A. Please refer to Apple's web site at www.apple.com/supportoptions/.

Q. To what extent does Mac OS X Server software work with third-party products?

A. The extent to which Mac OS X Server will interoperate with third-party hardware and software will vary from one product to another. Consult with the developer of the hardware or software in question to determine its compatibility with Mac OS X Server products. The Macintosh Products guide at http://www.macsoftware.apple.com/ provides a forum for developers to showcase their products and is an excellent starting point for those searching for specific hardware or software solutions.

Q. Where can I find current information about Mac OS X Server?

A. For the latest information about Mac OS X Server, visit www.apple.com/macosx/server. For online support for the product, visit any of the following sites:

• www.info.apple.com/support/macosxserver/
• www.apple.com/macosx/server/
• www.apple.com/macosx/server/3rdparty.html
• www.apple.com/webobjects/

Q. Where can I find the latest version of this FAQ?

A. Please refer to Apple's web site at www.apple.com/supportoptions/.

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