AppleCare Professional Mac OS X Server Series

Features

Genuine Apple support
- Direct telephone access to senior Apple technical support representatives
- Private web access and e-mail support available
- Access to private Tech Exchange discussion boards

Flexibility and affordability
- Economical per incident option
- Cost-effective annual agreement for 5x12 or 7x24 support

Apple recognizes that server administrators expect a higher level of technical support and knowledge when seeking assistance with complex products such as Mac OS X Server, our powerful new Internet and workgroup server software. So we've developed a new line of support offerings designed especially to meet those needs.

The AppleCare Professional Mac OS X Server Series is designed for business and education users who have adopted this robust new UNIX-derived server operating system. Offering both per incident support 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.

The AppleCare Professional Mac OS X Server Series offers varying levels of support for all Apple-branded software components of this powerful product, including the Mac OS X Server operating system itself, the Apache web server, Macintosh Manager, NetBoot software, the QuickTime Streaming Server, and the integrated file services. These programs also provide installation support for the WebObjects developer software.

Both the per incident support and annual agreement options give you toll-free telephone access to senior Apple technical support personnel. The annual agreement options also include a private web site and e-mail support, and is available in both 5x12 and 7x24 versions.

Per incident support is an excellent choice for individuals or businesses that are likely to need only intermittent support for their servers. Because the annual agreement is paid up front, it enables web administrators and workgroups with greater support needs to budget their costs for an entire year in advance.

If you're in charge of a web site or a workgroup that relies on its servers, the AppleCare Professional Mac OS X Server Series is your best solution for fast, responsive, accurate technical support.

Available Options

Per Incident
As its name implies, this is a pay-as-you-go plan. There's no need to sign up in advance. Just call the AppleCare hotline at 1-888-APL-VALU (1-888-275-8258) to initiate this option. That call and any subsequent calls necessary to resolve the original incident* are covered by one low fee.

5x12 Annual Agreement
The 5x12 Annual Agreement provides one year of priority telephone support and access to private web resources for questions related to Mac OS X Server products. You may initiate (via phone or e-mail) up to 25 support incidents* within that year. The 5x12 Annual Agreement covers any Power Macintosh G3 systems (including Power Macintosh G3 Servers) under your control. Telephone support is available Monday through Friday from 6:00 a.m. to 6:00 p.m. Pacific Time (except for national holidays).

This option also includes access to a private web site within Apple's support site, and e-mail support from senior Apple technical support personnel. The private web site includes:

- The Apple Technical Information Library (TIL), a technical knowledge base used by Apple support staff worldwide. This version of the TIL includes additional information designed for support providers.
- A private Apple Tech Exchange web site with a variety of discussion forums for Mac OS X Server-specific information and feedback.

7x24 Annual Agreement
This is the same as the 5x12 option except that Apple provides support 24 hours a day, 7 days a week. This plan covers up to 38 incidents per year.

This option also includes access to a private web site within Apple's support site, and e-mail support from senior Apple technical support personnel. The private web site includes:

- The Apple Technical Information Library (TIL), a technical knowledge base used by Apple support staff worldwide. This version of the TIL includes additional information designed for support providers.
- A private Apple Tech Exchange web site with a variety of discussion forums for Mac OS X Server-specific information and feedback.

* 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, subject to the terms of the Agreement. Some incidents may require multiple phone calls or e-mail messages to reach resolution. Your use of Apple's web-based support does not constitute an incident for purposes of the Agreement, and is unlimited for as long as this Agreement remains in effect, subject to the terms of the Agreement.

Ordering Information

You can purchase the AppleCare Professional Mac OS X Server Series by calling 888-APL-VALU (888-275-8258).

M7535LL/A
AppleCare Professional Mac OS X Server—Per Incident

M7536LL/A
AppleCare Professional Mac OS X Server—5x12 Annual Agreement

M7537LL/A
AppleCare Professional Mac OS X Server—7x24 Annual Agreement

Additional Apple Support Options

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

- AppleCare SupportLine Series
- AppleCare Support Professional 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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