

We're sure you consider your Apple product a valuable investment, so to help you make the most of it, AppleCare offers a wide range of support options that are as easy to use as your Apple product. Use this guide to choose the AppleCare support options that fit your needs.

#### For More Information

To purchase AppleCare service and support products from Apple or from an Apple Authorized Reseller near you, call:

**Apple**

- 888-APL-VALU (888-275-8258)

**Apple Authorized Reseller or Service Provider**

- 800-538-9696

To learn more about AppleCare service and support products, visit:

- [www.apple.com/supportoptions/](http://www.apple.com/supportoptions/)



\*Two-year agreements available only for selected products.

All Apple hardware comes with a one-year limited warranty and 90 days of complimentary support. All service offerings described in this guide are available as of June 1999 and are subject to change or discontinuance without notice.

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AppleCare  
Service and Support

## Solutions for the Individual

AppleCare offers several easy-to-use support options designed to meet your needs.

### **AppleCare Extended Service**

Designed for individuals who want to protect the investment in their Apple product, Extended Service provides expert repair by Apple-certified technicians using genuine Apple parts. Extended Service includes

- Coverage of both parts and labor, including technician travel charges for on-site repairs and express shipping charges for mail-in repairs.
- Your choice of a one- or two-year agreement in addition to your original one-year Apple warranty.\*

### **AppleCare SupportLine Series**

Designed for individuals and small businesses, SupportLine offers toll-free telephone support for assistance with the basic use of Apple software and hardware products. SupportLine includes

- 12-hour-a-day, 5-day-a-week availability.
- Available in pay-per-incident or annual agreement. The per-incident option is a pay-as-you-go plan. The annual agreement is the economical choice for those requiring ongoing support.

## Solutions for the Professional

AppleCare offers several support options consisting of comprehensive solutions to meet your professional needs.

### **AppleCare Extended Service**

For businesses and institutions that want to control computer maintenance budgets, Extended Service provides expert repair by Apple-certified technicians using genuine Apple parts. Extended Service includes

- Coverage of both parts and labor, including travel charges for on-site repairs and express shipping charges for mail-in repairs.
- Your choice of a one- or two-year agreement in addition to your original one-year Apple warranty.\*

### **AppleCare Support Professional Series**

This product provides a comprehensive solution for anyone who supports users of Apple technologies. Support Professional includes

- Priority toll-free telephone support from Apple technical support representatives.
- 12-hour-a-day, 5-day-a-week availability.
- Available in an annual agreement. Annual agreement includes access to a private web site, e-mail notices, software recovery and diagnostic CD-ROMs, and technical telephone support.

### **AppleCare Professional Multimedia Series**

Designed to meet the demanding needs of professionals in video, film, graphic design, and web creation. Apple offers dedicated support for QuickTime and Final Cut Pro. Multimedia Series includes

- Priority toll-free telephone support from Apple technical support representatives.
- 12-hour-a-day, 5-day-a-week availability.
- Available in pay-per-incident or annual agreement. The per-incident option is a pay-as-you-go plan. Annual agreement includes access to a private web site and technical support via telephone and e-mail.

### **AppleCare Professional Mac OS X Server Series**

This product provides dedicated support for administrators of Mac OS X Server software. Mac OS X Server Series includes

- Priority toll-free telephone support from Apple technical support representatives.
- 12-hour-a-day, 5-day-a-week availability, or 24-hour-a-day, 7-day-a-week availability.
- Available in pay-per-incident or annual agreement. The per-incident option is a pay-as-you-go plan. Annual agreement includes access to a private web site and technical support via telephone and e-mail.