Apple Telephone Numbers   Updated 8/30/93

General Public: (Description follows)
Apple Customer Assistance Center   (800) SOS-APPL = 767-2775
                                                 (800) 833-6223 for hearing impaired
Apple Authorized Resellers/Service Providers   (800) 538-9696 ext. 525
Apple Catalog   (800) 795-1000
Apple Computer Main Switchboard   (408) 996-1010
Apple Consultant Relations   (408) 974-9627
Apple Fee-based Support   (800) 950-2442
 - A/UX Answerline
 - Apple Technical Coordinator Answerline
 - Software Development Answerline (SDA)
Apple Guide to Service, Support and Training   (800) 729-0500
Apple In Print Catalog   (800) 825-2145
Apple Programmers and Developers Association   (800) 282-2732 (APDA)
Apple Public Relations   (408) 974-2042
Apple System Software Upgrades   (800) 769-2775
Apple Training Alliance (ATA)   (800) 538-9696
Apple User Groups   (800) 538-9696 ext. 525
Apple Volume License Program   (800) 769-2775
AppleLink   (800) 282-2732
Associates & Partners Program   (408) 974-4897
Automated System 7 Q&A   (408) 257-7700
Claris Customer Relations   (408) 727-8227
Developer Support Center   (408) 974-4897
Developer University   (408) 974-6215
ESD Network InfoLine   (408) 862-3385
FAXInfo Line   (800) 776-2333
Macintosh Performa   (800) 776-2333
Macintosh System Software   (800) 732-3131
Newton Customer Referral (for nearest reseller) (800) 365-3690 ext. 100
Newton Literature   (800) SOS-APPL
PowerBook Service Line   (800) SOS-APPL
Self-Paced Training   (800) 795-1000
Software Development Reference Tools (SDRT)   (800) 950-2442
System 7 Upgrade Answerline   (900) 535-APPL
Technical Information Source CD (TIS)   (800) 950-2442
Worldwide Disability Solutions   (408) 974-7910

GENERAL PUBLIC NUMBERS:

Apple Customer Assistance Center
(800) SOS-APPL.   Available M-F, 6am - 6pm PST.   USA customers only.
Free lifetime basic support for Apple products.   Also presales, warranty, reseller,
and service issues.

After hours call this same number for interactive voice response system (for common
questions) and FAX-on-demand - available 24 hrs/day, 7 days/wk.

Apple Customer Assistance Center TDD Lines
(800) 833-6223
For hearing impaired customers.   Available M-F, 6am - 6pm PST.

Apple Authorized Resellers/Service Providers
(800) 538-9696 ext. 525
For the name of an Apple authorized reseller and/or service provider in your area.

Apple Catalog
(800) 795-1000
To request a copy of the   Apple Catalog.   The catalog includes everything from
printers and scanners to network cables and T-shirts

Apple Computer Main Switchboard
(408) 996-1010

Apple Consultant Relations
(408) 974-9627
To obtain referrals for qualified consultants who can provide you with specialized,
expert assistance.

Apple Fee-based Support
(800) 950-2442   (call for current prices on the services listed below)
• A/UX Answerline
   Provides specialized support for the   A/UX operating system (Apple's implement-
   ation of AT&T UNIX) and related software, utilities, drivers and networking
   protocols.   A/UX support engineers handle questions about configuration,
   installation, compatibility, administration and troubleshooting. Available
   through (1) a subscription service for one full year, or (2) through the A/UX
   Answerline 6 - technical assistance for 6 incidents during a 12 month period.

• Apple Technical Coordinator Answerline
   Provides support for the use of Apple Macintosh products, including the Macintosh
   and A/UX operating systems, related software, utilities, drivers, and networking
   and communications hardware and software.   Apple support engineers handle
   questions about configuration, installation, compatibility, administration and
   troubleshooting.   It is a subscription service designed to meet your need for
   convenient, consistent technical assistance for one full year.

○ Software Development Answerline (SDA)
   Provides support for the Macintosh developers who are creating applications for
   in house use.   AppleLink is required for this product.

Apple Guide to Service, Support and Training
(800) 729-0500
To request a copy of a document that details Apple developed products and programs
specifically for service, support and training.

Apple In Print Catalog
(800) 825-2145
To obtain printed material offered by Apple.

Apple Programmers and Developers Association (APDA)
(800) 282-2732
APDA is Apple's worldwide source for development tools, documentation, technical
resources and training products.   Available Mon. Fri. 8 AM to 5 PM Pacific Time.

Apple Public Relations
(408) 974-2042

Apple System Software Upgrades
(800) 769-2775
To obtain an upgrade from System 7.0 to System 7.1 and to obtain the QuickTime
upgrade kit.

Apple Training Alliance (ATA)
(800) 538-9696
Provides names of ATA members in your area that offer training for Apple products.

Apple User Groups
(800) 538-9696 ext. 525
To register with the Apple User Group Connection (AUGC) or to find an Apple user
group near you.

Apple Volume License Program
(800) 769-2775
To obtain more information about system software upgrades or to order volume
licenses.

AppleLink
(800) 282-2732
To obtain more information about AppleLink or to order a registration form. Call
(408) 974-3309 to obtain a copy of the AppleLink CD.

Associates & Partners Program
(408) 974-4897
Enables you to find answers to technical questions, stay informed of industry
events, and communicate with Apple and fellow developers.   Information is available on CD-ROM, in printed form,
and through on-line services.   For more information call the
Developer Support center.

Automated System 7 Q&A
(408) 257-7700
Provides recorded answers to frequently asked questions. Available 24 hours per day,
7 days per week.

Claris Customer Relations
(408) 727-8227

Developer Support Center
(408) 974-4897
Acts as the central support gateway for Associates and Partners.   Individuals who
are not members of the Associates and Partners program may contact the DSC to learn
more about the programs or to request an application.

Developer University
(408) 974-6215
Provides technical instruction for all levels of Macintosh programmers, through
both classroom and self-paced courses.   Call to receive a course schedule or
curriculum guide.

ESD Network InfoLine
(408) 862-3385
Provides answers to common (presales only) feature, configuration and environment
questions about Apple networking, communications, and LAN service products,
including: SNA•ps, DAL, AppleShare, AppleTalk Remote Access, AppleTalk Internet
Router, MacX25, MacX400, MacOSI and all Apple network interface cards and cables.
For customers, resellers and Apple employees.   Available 10 am to 7 pm Central Time.
(ALink: ESD.NETINFO)

FAXInfo Line
(800) 776-2333
Provides access to Apple product specifications.   The requested information will be
sent directly to your fax.

Macintosh Performa
(800) 776-2333
To obtain pre-sales information on Performa products, the service and support
bundled with the product, compatibility information, and referral to consumer
channel locations.

Macintosh System Software
(800) 732-3131
A subscription program in which anyone can obtain new releases of Macintosh
software.   Each subscription provides one year's worth of upgrades and updates to
the Macintosh system   software and Hypercard software.   Each subscription comes

with complete documentation.

PowerBook Service Line
(800) SOS-APPL
A support hotline for customers and/or resellers   who have purchased a PowerBook
product.   Available Mon-Fri 6 am to 5 pm Pacific Time. Reseller support on weekends:
Saturday 8 am to 6 pm Pacific Time, and Sunday 10 am to 4 pm Pacific Time.

Self-Paced Training
(800) 795-1000
To request a copy of The Apple Catalog which provides information on Apple-
developed courses for self-paced training.

Software Development Reference Tools (SDRT)
(800) 950-2442
A product that consists of monthly mailings of developer reference information for
noncommercial system developers including APDAlog, Developer University course
schedules, Apple Direct, and the Developer CD-ROM.

System 7 Upgrade Answerline
(900) 535-APPL
Direct telephone access to an Apple System 7 specialist at $2.00 per minute.

Technical Information Source CD (TIS)
(800) 950-2442
CD-ROM based technical information retrieval product designed to provide customers
with a broad range of technical support tools and information. $195, AppleLink,
Data Sheets & ISP Binder included.

Worldwide Disability Solutions
(408) 974-7910
Provides information and referrals to help disabled individuals fully benefit from
their Apple systems.

RESELLER NUMBERS:

Dealer Technical Support
(512) 919-2775 (fax 512-919-2900, AppleLink TECH.ASSIST)
Available M-F, 9am - 12pm, 1pm - 4pm, CST.   Hardware trouble shooting, repair
issues, connectivity, warranty exceptions, and replacement of Finished Goods
products.

Service Parts
(512) 919-2775 (fax (512) 919-2950, AppleLink CUST.SERVICE)
Mailing: Apple Computer, Inc.   Shipping: Apple Computer, Inc.
          U.S. Customer Service   U.S. Customer Service
          P.O. Box 149125   2420 Ridgepoint Drive
          Austin, TX   78714-9125   Austin, TX   78714-9125

Apple In Print
(800) 677-1601 (fax (303) 297-2258, AppleLink APPLEINPRINT)
To order literature and Apple collateral.

Inside Sales
(800) 676-2775

AppleFund
(800) 421-9574 (Headquarters), or (800) 421-9023 (Exceptions & Issues), or
AppleLink APPLEFUND.HQ

send AppleFund claims to:
   AppleFund Headquarters   AppleFund Headquarters

P.O. Box 52118   or via overnight mail to: 1919 W. Fairmont Dr., Suite 7
        Phoenix, AZ   85072   Tempe, AZ   85282

AppleLink/AppleOrder Hotline
(408) 974-3309

Sales/Service Training Registrar
(512) 919-2775

Finished Goods Support Center
(800) 793-2378

Obsolete Product Support
(800) 821-3221
Sun Remarketing (Logan, UT) carries inventory and service parts for Lisa, Apple III,
Mac 128-512-Plus, etc.   Also buys used equipment.