

|                                |  | Complimentary Support  | AppleCare OS Support Pay-Per-Incident   | AppleCare Help Desk Support      | AppleCare OS Support                 |                                      |                                  |                     | AppleCare for Enterprise**                |                             |
|--------------------------------|--|--|---|----------------------------------|--------------------------------------|--------------------------------------|----------------------------------|---------------------|---|-----------------------------|
|                                |  |  |   |                                  | Select                               | Preferred                            | Alliance                         | Resellers           | End User Support                          | IT Department Support       |
| <b>Support Services</b>        |  |  |   |                                  |                                      |                                      |                                  |                     |   |                             |
| Customer Contacts              | Technical contacts   | 1  | 1   | 2                                | 2                                    | 12                                   | Unlimited                        | 6                   | Unlimited                                 | 6                           |
|                                | Management contacts  | -  | -   | -                                | -                                    | 1                                    | 1                                | 1                   | -   | 1                           |
|                                | Number of supported locations  | Single location  | Single location   | Single location                  | Single location                      | Multiple locations                   | Multiple locations               | Multiple locations  | -   | Multiple locations          |
| Support Incidents*             |  | Unlimited incidents for first 90 days of ownership   | Single incident   | Unlimited incidents for one year | 10 incidents for use within one year | 50 incidents for use within one year | Unlimited incidents for one year | 20 per year         | Unlimited incidents for contract duration | 1 per year                  |
| Local Language Support Hours** | United States & Canada   | 7 a.m. - 10 p.m. Central U.S. Time Zone, 7 days a week   | 8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week   |                                  |                                      |                                      |                                  |                     |   |                             |
|                                | Europe   | <b>Monday - Friday:</b> 8 a.m. - 7:45 p.m. Central European Time<br><b>Saturday:</b> 8 a.m. - 5:45 p.m. Central European Time<br><b>Sunday:</b> 8 a.m. - 3:45 p.m. Central European Time |   |                                  |                                      |                                      |                                  |                     |   |                             |
|                                | Middle East  | <b>Monday - Friday:</b> 9 a.m. - 6 p.m. Israel Time<br><b>Monday - Sunday:</b> 9 a.m. - 9 p.m. Gulf Standard Time  |   |                                  |                                      |                                      |                                  |                     |   |                             |
|                                | Japan  | 9 a.m. - 9 p.m., 7 days a week   | 9 a.m. - 6 p.m. Japan Standard Time, Monday - Friday (ACE only - Saturday 9-6 JST)  |                                  |                                      |                                      |                                  |                     |   |                             |
|                                | Asia Pacific   | 9 a.m. - 9 p.m., 7 days a week AEST / NZST / SST / IST   | Australia: 8 a.m. - 8 p.m. AETZ, English only<br>All other countries: 9 a.m. - 9 p.m., 7 days a week, SST / IST, English only<br>Local language support in China, Hong Kong, South Korea: 9 a.m. - 6 p.m. Local time, Monday - Friday |                                  |                                      |                                      |                                  |                     |   |                             |
|                                | Priority 1: Production system / service down support                           | Not applicable   | Same as above   | Same as above                    | Same as above                        | Same as above                        | 24 x 7**                         | 24 x 7**            | Not applicable                            | 24 x 7**                    |
| Initial Response Times         | Priority 1: Production service down (business hours)                           | -  | -   | -                                | 4 hours                              | 2 hours                              | 1 hour                           | 1 hour              | -   | 1 hour                      |
|                                | Priority 2: Performance problem with production service                        | -  | -   | -                                | 48 hours                             | 24 hours                             | 4 hours                          | 4 hours             | -   | 4 hours                     |
|                                | Priority 3: All other questions and bug reports                                | -  | -   | -                                | 72 hours                             | 48 hours                             | 24 hours                         | 24 hours            | -   | 24 hours                    |
| Account Management             | Apple account management services  | -  | -   | -                                | -                                    | Included                             | Included                         | Included            | -   | Onboarding / case oversight |
| Customer Site Visits           | One scheduled kick-off/business review   | -  | -   | -                                | -                                    | -                                    | Included                         | -                   | -   | -                           |
|                                | One scheduled on-site technical analysis (up to 2 days)                        | -  | -   | -                                | -                                    | -                                    | Included                         | -                   | -   | -                           |
| Reporting                      | Incident status reporting (web based)  | -  | -   | -                                | -                                    | Included                             | Included                         | Included            | -   | -                           |
|                                | Quarterly written activity report  | -  | -   | -                                | -                                    | Included                             | Included                         | -                   | -   | -                           |
|                                | Monthly teleconference review and written activity report                      | -  | -   | -                                | -                                    | -                                    | Included                         | Included            | -   | -                           |
| <b>Supported Products</b>      |  |  |   |                                  |                                      |                                      |                                  |                     |   |                             |
| Operating System               | Your device's operating system   | Unlimited incidents  | Single incident   | Unlimited incidents              | Unlimited incidents                  | Unlimited incidents                  | Unlimited incidents              | Unlimited incidents | Unlimited incidents                       | Unlimited incidents         |
|                                | macOS & macOS Server using command-line interface                              | -  | Single incident   | -                                | Incident***                          | Incident***                          | Unlimited incidents              | Incident***         | -   | Incident***                 |
|                                | macOS & macOS Server in a virtual environment                                  | -  | Single incident   | -                                | Incident***                          | Incident***                          | Unlimited incidents              | Incident***         | -   | Incident***                 |
|                                | Troubleshooting automated administrative tasks & scripts                       | -  | Single incident   | -                                | Incident***                          | Incident***                          | Unlimited incidents              | Incident***         | -   | Incident***                 |
|                                | Troubleshooting cross-platform integration (security, file and print services) | -  | Single incident   | -                                | Incident***                          | Incident***                          | Unlimited incidents              | Incident***         | -   | Incident***                 |
|                                | Troubleshooting Directory Services integration (including Active Directory)    | -  | Single incident   | -                                | Incident***                          | Incident***                          | Unlimited incidents              | Incident***         | -   | Incident***                 |
|                                | File system and RAID configuration   | -  | Single incident   | Unlimited incidents              | Unlimited incidents                  | Unlimited incidents                  | Unlimited incidents              | Unlimited incidents | Unlimited incidents                       | Unlimited incidents         |
| OS integration                 | Apple Configurator installation and use  | -  | Single incident   | Unlimited incidents              | Unlimited incidents                  | Unlimited incidents                  | Unlimited incidents              | Unlimited incidents | Unlimited incidents                       | Unlimited incidents         |
|                                | Profile deployment using graphical user interface                              | -  | Single incident   | Unlimited incidents              | Unlimited incidents                  | Unlimited incidents                  | Unlimited incidents              | Unlimited incidents | Unlimited incidents                       | Unlimited incidents         |
|                                | Configuring devices to work with existing enterprise-grade networks            | -  | Single incident   | Unlimited incidents              | Unlimited incidents                  | Unlimited incidents                  | Unlimited incidents              | Unlimited incidents | Unlimited incidents                       | Unlimited incidents         |
|                                | Troubleshooting third party network settings                                   | -  | Single incident   | -                                | Incident***                          | Incident***                          | Unlimited incidents              | Incident***         | -   | Incident***                 |
| Apps                           | Apple-branded apps for your device (Mail, Calendar, Messages)                  | Unlimited incidents  | Single incident   | Unlimited incidents              | Unlimited incidents                  | Unlimited incidents                  | Unlimited incidents              | Unlimited incidents | Unlimited incidents                       | Unlimited incidents         |
|                                | iCloud   | Unlimited incidents  | Single incident   | Unlimited incidents              | Unlimited incidents                  | Unlimited incidents                  | Unlimited incidents              | Unlimited incidents | Unlimited incidents                       | Unlimited incidents         |
| Hardware                       | Hardware troubleshooting (repair requires service contract)                    | -  | Single incident   | Unlimited incidents              | Unlimited incidents                  | Unlimited incidents                  | Unlimited incidents              | Unlimited incidents | Unlimited incidents                       | Unlimited incidents         |

\* Some issues may require the use of multiple support incidents to resolve.  
 \*\* Support may be provided in English outside of Local Language Support Hours.  
 \*\*\* Requires at least one included support incident to resolve.