

AppleCare+ for Business Essentials Scope of Support

Support Components:		AppleCare+ for Business Essentials Subscription		No AppleCare+ for Business Essentials Subscription	
		End User	IT Department Support (admin)	End User	IT Department Support (admin)
Local Language Support Hours: US Only		24 hours per day/ 7 days per week Coverage leverages WW call center ops		-	8 a.m. - 8 p.m. Central U.S. Time Zone, 7 days a week
Entry Point to Access Enterprise Queue		Special phone # & PIN located in both app & AxM		AppleCare consumer support	Enterprise phone number on Apple Support or via transfer from consumer to enterprise queue
Support Incidents		Unlimited	Unlimited	-	-
Access to T3/ T4 support		-	After T1/T2 escalation, T3 will be engaged with email to requestor & admin	-	-
Initial Response Times	Priority 1: Production Service Down	-	(4) hours	-	-
	Priority 2: Performance Problem with Production Service	-		-	-
	Priority 3: All other questions & bugs	-		-	-
Customer Success Management		-	Onboarding/kickoff, up to (3) business reviews within a calendar year, and point of contact for case escalations	-	-
Operating System	Your device's operating system	Unlimited	Unlimited	-	-
	macOS using command-line interface				
	macOS in a virtual environment				
	Troubleshooting automated administrative tasks & scripts				
	Troubleshooting cross-platform integration (security, file and print services)				
	Troubleshooting Directory Services integration (including Active Directory)				
File system and RAID configuration					
OS Integration	Apple Configurator installation and use	Unlimited	Unlimited	-	-
	Profile deployment using graphical user interface				
	Configuring devices to work with existing enterprise-grade networks				
	Troubleshooting third party network settings				
Apps	Apple-branded apps for your device (Mail, Calendar, Messages) including Apple Business Essentials support in AxM & Business Essential app including enrollment, device management & Cloud storage	Unlimited	Unlimited	-	-
	iCloud				
Hardware	Hardware troubleshooting (repair requires service contract)	Unlimited	Unlimited	-	-