



# AppleCare Service and Support Guide

For maximizing your software investment.



## Complimentary Support

For the first 90 days after your software purchase, Apple provides support over the telephone at no charge—giving you expert assistance with installation, launch, and basic troubleshooting.<sup>1</sup> In addition, your software includes comprehensive user manuals, convenient electronic documentation, and helpful tutorials.

Always available is Apple's online support website. Visit [www.apple.com/support](http://www.apple.com/support) to access the AppleCare Knowledge Base, search discussions and articles, and download software updates and plug-ins.<sup>2</sup>

## Critical Professional Service and Support

You've just purchased the best professional software. Now make the most of your investment. AppleCare products are right for businesses of any size. We design our products to scale with your needs. And because Apple builds the entire creative solution—from hardware to software to the operating system—AppleCare can provide integrated support that you can't get anywhere else. Choose AppleCare—one phone call can help address most of your technical needs.

When you purchase AppleCare Professional Video Support, you gain priority access to Apple experts knowledgeable in all aspects of your Apple solution—from in-depth support for your video applications to assistance with hardware configurations and input/output of DV, SD, and HD video.<sup>3</sup>

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**Buy one software support product for each user.**



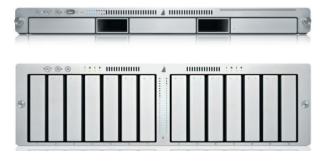
AppleCare Professional Video Support\*



Annual Shake Support



AppleCare Protection Plan



AppleCare Premium Service and Support Plan

\*AppleCare Professional Video Support provides coverage for Final Cut Studio as well as the stand-alone versions of Final Cut Pro, DVD Studio Pro, Motion, and Soundtrack Pro.

# AppleCare Service and Support Products

## Support for your video applications

**AppleCare Professional Video Support** gives you direct access to Apple's Professional Video Technical Support team by telephone<sup>1</sup> and email<sup>2</sup> 12 hours a day, 7 days a week. Coverage includes expert assistance with using Final Cut Studio, Final Cut Pro, DVD Studio Pro, Motion, and Soundtrack Pro; troubleshooting for Apple hardware and RAID Admin software, as well as for interconnectivity between your Mac or Xserve and an Xserve RAID<sup>4</sup>; and assistance with DV, SD, and HD video input/output over FireWire or Apple-qualified third-party capture cards.<sup>5</sup> This product provides an unlimited number of support incidents to one designated contact in your organization for one year.

**Annual Shake Support** is the best way to ensure that you have the answers for basic Shake installation questions or sophisticated feature usage. The annual Shake Support contract provides access to email support<sup>2</sup> from Shake experts 8 hours a day, 5 days a week.

Please email [Shake-support-sales@apple.com](mailto:Shake-support-sales@apple.com) to request information regarding the annual Shake Support contract option.

## Service and support for your Mac, Xserve, or Xserve RAID

**AppleCare Protection Plan** extends the complimentary coverage on your Mac to three years from the computer's purchase date. Get one-stop support for Mac hardware, the Mac OS, iLife, and iWork. This integrated plan includes expert telephone assistance,<sup>1</sup> onsite repairs for desktop computers,<sup>6</sup> global repair coverage for portable computers and Mac mini, web-based support resources,<sup>2</sup> and powerful diagnostic tools—all for one economical price.

**AppleCare Premium Service and Support Plan** delivers up to three years of coverage for Xserve or Xserve RAID systems.<sup>7</sup> You get telephone<sup>1</sup> and email<sup>2</sup> support with 30-minute response—24 hours a day, 7 days a week. Apple experts can help diagnose hardware failures and

software issues related to RAID Admin or the graphical user interface in Mac OS X Server. Apple-authorized technicians provide onsite hardware repairs with 4-hour response during business hours and next-day response when you contact AppleCare after business hours (terms apply<sup>8</sup>). For rapid replacement of crucial components, add an AppleCare Service Parts Kit to your Xserve or Xserve RAID purchase. When you combine a parts kit with this plan, Apple experts can help you troubleshoot and fix your system over the phone, so you won't have to wait for a repair technician.

## Support for your IT infrastructure

**AppleCare Help Desk Support** gives you a year of expertise for your internal help desk. This product provides priority telephone<sup>1</sup> and email<sup>2</sup> support to two designated contacts in your organization. It includes all the features in AppleCare Professional Video Support plus support for Logic Pro, Aperture, the Mac OS, and the graphical user interface in Mac OS X Server. You also receive a subscription to AppleCare Help Desk Tools, a library of Mac OS installation and hardware diagnostic discs that are updated quarterly.

**Mac OS X Server Software Support** provides IT department-level support for integration, networking, and workflow issues in your production environment. Choose from three levels of consultative AppleCare telephone<sup>1</sup> and email<sup>2</sup> support—Select, Preferred, or Alliance—depending on the support you require. Each plan provides one year of coverage.

**AppleCare Xsan Support** delivers a year of telephone<sup>1</sup> and email<sup>2</sup> support for your storage deployment. Apple's dedicated Xsan Support team provides in-depth problem-solving assistance with Xsan<sup>9</sup> and RAID Admin software. They also troubleshoot Apple hardware running Xsan,<sup>4</sup> as well as interconnectivity between Power Mac, Xserve, and Xserve RAID systems, including Apple-qualified Fibre Channel switches.<sup>10</sup>

**For more information about AppleCare service and support products, including terms and conditions, see [www.apple.com/support/products](http://www.apple.com/support/products) or call 800-275-2273 (United States only; see back page for other countries).**

# AppleCare Service and Support Contact Information

Country	Phone	Website
United States	1-800-275-2273	<a href="http://www.apple.com/support">www.apple.com/support</a>
Australia	(61) 133-622	<a href="http://www.apple.com/au/support">www.apple.com/au/support</a>
Austria	(43) 0810 300 427*	<a href="http://www.apple.com/at/support">www.apple.com/at/support</a>
Belgium	(Flemish) (32) 070 700 772 (French) (32) 070 700 773	<a href="http://www.apple.com/benl/support">www.apple.com/benl/support</a> <a href="http://www.apple.com/befr/support">www.apple.com/befr/support</a>
Brazil	(Outside São Paulo) (São Paulo) 0800-127753 (55) 03 0090	<a href="http://www.apple.com/br/suporte">www.apple.com/br/suporte</a>
Canada	(English) 1-800-263-3394 (French) 1-800-263-3394	<a href="http://www.apple.com/ca/support">www.apple.com/ca/support</a> <a href="http://www.apple.com/ca/fr/support">www.apple.com/ca/fr/support</a>
China	(China) (Outside China) 800 810 2323 (86) 21-51343045	<a href="http://www.apple.com.cn/support">www.apple.com.cn/support</a>
Denmark	(45) 70 10 20 07	<a href="http://www.apple.com/dk/support">www.apple.com/dk/support</a>
Finland	(358) 0800 96162	<a href="http://www.apple.com/fi/support">www.apple.com/fi/support</a>
France	(33) 0825 888 024	<a href="http://www.apple.com/fr/support">www.apple.com/fr/support</a>
Germany	(49) (0) 180 500 9433*	<a href="http://www.apple.com/de/support">www.apple.com/de/support</a>
Hong Kong	(852) 2112-0099	<a href="http://appleclub.com.hk/applecare">appleclub.com.hk/applecare</a>
India	(91) 80 2555 0575	<a href="http://www.asia.apple.com/support">www.asia.apple.com/support</a>
Indonesia	(62) 0018 03061 2009	<a href="http://www.asia.apple.com/support">www.asia.apple.com/support</a>
Ireland	(353) 1850 946 191	<a href="http://www.apple.com/ie/support">www.apple.com/ie/support</a>
Italy	(39) 199 120 800*	<a href="http://www.apple.com/it/support">www.apple.com/it/support</a>
Japan	(Japan) (Outside Japan) 0070-800-27753-1 (81) 6 6535 2777	<a href="http://www.apple.com/jp/support">www.apple.com/jp/support</a>
Korea	(82) 1544-2662	<a href="http://www.apple.co.kr/support">www.apple.co.kr/support</a>
Latin America and Caribbean		<a href="http://www.apple.com/la/support">www.apple.com/la/support</a>
Luxembourg	(352) 800 24550	<a href="http://www.apple.com/befr/support">www.apple.com/befr/support</a>
Malaysia	(60) 1-800 803-638	<a href="http://www.asia.apple.com/support">www.asia.apple.com/support</a>
Mexico	(Outside Mexico City) (Mexico City) 01-800-277-5322 (52) 55 5209-1280	<a href="http://www.apple.com/mx/support">www.apple.com/mx/support</a>
Netherlands	(31) 0900 7777 703	<a href="http://www.apple.com/nl/support">www.apple.com/nl/support</a>
New Zealand	00800-7666-7666	<a href="http://www.apple.com/au/support">www.apple.com/au/support</a>
Norway	(47) 815 00 158	<a href="http://www.apple.com/no/support">www.apple.com/no/support</a>
Philippines	1800-7666-7666	<a href="http://www.asia.apple.com/support">www.asia.apple.com/support</a>
Puerto Rico	1-800-783-6523	<a href="http://www.apple.com/la/support">www.apple.com/la/support</a>
Singapore	(65) 6835-1812	<a href="http://www.asia.apple.com/support">www.asia.apple.com/support</a>
Spain	(34) 902 151 992	<a href="http://www.apple.com/es/support">www.apple.com/es/support</a>
Sweden	(46) 0771 199 519	<a href="http://www.apple.com/se/support">www.apple.com/se/support</a>
Switzerland	(French) (41) 0848 000 132 (German) (41) 0848 000 132	<a href="http://www.apple.com/chfr/support">www.apple.com/chfr/support</a> <a href="http://www.apple.com/chde/support">www.apple.com/chde/support</a>
Taiwan	(886) 0800-095-988	<a href="http://www.apple.com.tw/support">www.apple.com.tw/support</a>
Thailand	(66) 02 681-2081	<a href="http://www.asia.apple.com/support">www.asia.apple.com/support</a>
United Kingdom	(44) 0870 876 0753	<a href="http://www.apple.com/uk/support">www.apple.com/uk/support</a>

Telephone numbers and hours of operation are subject to change. For the most up-to-date list, please see [www.apple.com/contact/phone\\_contacts.html](http://www.apple.com/contact/phone_contacts.html).

\*Local and national telephone rates may apply.

All support offerings are subject to change or discontinuance without notice. Offerings as described may not be available in all countries or in all languages.

<sup>1</sup>Telephone numbers and hours of operation may vary and are subject to change; local telephone fees may apply. <sup>2</sup>Access to Internet-based resources requires the use of a compatible Internet service provider; fees may apply. <sup>3</sup>Details on support coverage and eligible Apple technologies are described under the terms and conditions at [www.apple.com/support/products/provideo](http://www.apple.com/support/products/provideo). <sup>4</sup>Hardware repairs that are not covered under warranty require an extended service contract, such as the AppleCare Protection Plan. <sup>5</sup>For a list of Apple-qualified capture cards, see [www.apple.com/finalcutpro/specs.html](http://www.apple.com/finalcutpro/specs.html). <sup>6</sup>Onsite service is not available in all locations; see terms and conditions at [www.apple.com/support/products/proplan.html](http://www.apple.com/support/products/proplan.html). <sup>7</sup>Coverage ends three years after date of Xserve or Xserve RAID purchase. <sup>8</sup>Represents typical response times. Actual onsite response times and availability of onsite service depend on location; see [www.apple.com/support/products/premium](http://www.apple.com/support/products/premium) for details. <sup>9</sup>A separate AppleCare Xsan Support agreement must be purchased for each copy of Xsan software in your network; see [www.apple.com/support/products/xsan.html](http://www.apple.com/support/products/xsan.html) for details. <sup>10</sup>For a list of Apple-qualified Fibre Channel switches, see [www.apple.com/xsan/compatibility.html](http://www.apple.com/xsan/compatibility.html).

In providing service and support to customers, Apple may collect and process data on behalf of its customers, including transferring data to affiliated companies or service providers located in the EU as well as in India, Japan, Canada, or the U.S., where data protection laws may not be as comprehensive as within the customer's country of residence. Apple will implement technical and organizational security measures aimed at protecting the data against unauthorized access or disclosure as well as unlawful destruction. Customers will be responsible for the instructions they give to Apple regarding the processing of data, and Apple will act on those instructions as reasonably necessary for the performance of the service and support obligations. Customers should contact Apple at the phone number listed above if they have questions or do not consent to their data being processed in this way.

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