

AppleCare for Enterprise

First Look



Our team of experts, side by side with yours.

Apple price (U.S.)	Minimum number of devices	24 Months	36 Months
Tier 1 (All devices, Mac or iOS)	1000	\$149	\$219
Tier 2 (All devices, Mac or iOS)	5000	\$99	\$129
Duration	Two or three years from the hardware purchase date		
Scope of service and support	<ul style="list-style-type: none">• Provides enterprise-level technical support• Provides next-business-day onsite service for all Apple hardware		

Key messages

AppleCare Account Manager

- Coordinates an onsite technical review
- Tracks hardware and software issues

Onsite hardware service

- Next-business-day onsite service for all Apple hardware
- Onsite service delivered by IBM Global Technology Services

IT department support

- 24/7, one hour response for P1 issues
- MDM, security, and deployment technologies

Device repair or replacement

- Repair or replace up to 5% of iOS devices or repair up to 2% of Mac computers for any reason

Employee support

- 24/7 priority access to Apple Support for end users
- Local language support during business hours

Additional information

- AppleCare for Enterprise is available with a minimum of 1000 Mac computers and/or iOS devices
- Device repair or replacement pools can be used for anything other than theft or loss
- Includes unlimited number of enterprise-level support incidents
- Provides access to Apple hardware service guides via ATLAS
- AppleCare Account Manager issue tracking reports sent monthly
- AppleCare for Enterprise can be added to previously purchased eligible Apple devices
- Education pricing available

Learn more at apple.com/support/enterprise/

AppleCare for Enterprise Terms and Conditions: apple.com/legal/sales-support/applecare/applecareforenterprise/

For informational purposes only. Not for customer use

© 2018 Apple Inc. All rights reserved. Product and company names mentioned herein may be trademarks of their respective companies. Product specifications are subject to change without notice. June 2018