

AppleCare OS Support Quick Look

Select



- Covers up to 10 enterprise-level incidents
- Provides 4-hour response times for priority 1 issues
- Unused incident support expires after 1 year
- Additional support for incidents can be purchased as needed

Preferred



- Covers an unlimited number of enterprise-level incidents
- Provides 2-hour response time for priority 1 issues
- Assigns a technical account manager to your organization

Alliance



- Covers an unlimited number of enterprise-level incidents across multiple locations
- Provides a 1-hour response time for priority 1 issues
- Includes an onsite review by an Apple technical support engineer

All AppleCare OS Support includes AppleCare help desk support. Within each support plan covers support incidents for software installation, launch, and use; hardware and software diagnosis and troubleshooting; and issue isolation for Apple-based solutions

For more information: <https://www.apple.com/support/professional/it-departments/>

AppleCare OS Part Numbers		
TD Part Number	Apple Part Number	Description
11425454	D5981Z/A	NIH SUP SOLUTION 2017
10047332	MA714Z/B	APPLECARE TECH TRAINING
10046691	D5690ZM/A	APPLECARE OS SUP PREFERRED
10046692	D5691ZM/A	APPLECARE OS SUP ALLIANCE
11052484	D6604ZM/A	APPLECARE PROFESSIONAL VIDEO SUP
11052485	D6603ZM/A	APPLECARE HELP DESK SUP
11052486	D6602ZM/A	APPLECARE OS SUPPORT SELECT
11250944	D5694Z/A	APPLECARE OS SUP EXTRA CONTACT-INT
12637518	D5692ZM/A	APPLECARE OS SUP PREFERRED 3YR
12637520	D5845Z/A	APPLECARE OS SUP SELECT 3YR