

# AppleCare for Enterprise

Priority onsite service and 24/7 support to help keep your end users up and running.



## Key benefits

		
Expert help desk	Priority device repair	Service pool
End user phone support Help desk support IT support	Onsite repair and replacement Global coverage — 30 countries	Device repair or replacement for any reason, no additional fees
Troubleshooting and repair setup	Consistent Mac and iOS break fix	AppleCare Enterprise Portal access for reporting
Reduce help desk load	Reduce downtime for repairs Visibility with Enterprise Portal	Reduce operational costs of unplanned repairs

## Flexible solutions

Volume-based price tiers			Coverage terms			Service pool	
Tier 1	Tier 2	Tier 3	iPhone	iPad	Mac	Service pool	Service pool+
200–999	1000–4999	5000+	2 or 3 year terms	2, 3, or 4 year terms	3 or 4 year terms	2% Mac 5% iOS	4% Mac 10% iOS

Pricing is based on volume, feature set, and term length. Please contact your reseller for more information and a quote.

## Additional information

<ul style="list-style-type: none"> <li>• 24/7 priority access to Apple Support for end users.</li> <li>• Local language support during business hours.</li> <li>• Access to the AppleCare Enterprise Portal to submit cases and review account activity.</li> <li>• Choice of two service pools for the life of the term to repair or replace your eligible and covered devices.</li> <li>• AppleCare for Enterprise can be added to previously purchased eligible Apple devices for up to one year from the date of purchase.</li> </ul>	<ul style="list-style-type: none"> <li>• Includes one enterprise-level support incident per year.</li> <li>• Customer success kickoff call at beginning of deployment.</li> <li>• Additional IT support is available by purchasing AppleCare OS Support.</li> <li>• AppleCare Enterprise Enrollment: <a href="https://enterprise.apple.com/#/directEnroll">https://enterprise.apple.com/#/directEnroll</a></li> <li>• Locations where onsite is available: <a href="https://www.apple.com/legal/sales-support/applecare/applecareforenterprise/ww/">https://www.apple.com/legal/sales-support/applecare/applecareforenterprise/ww/</a></li> </ul>
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