



APPLECARE FOR ENTERPRISE.

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

Coverage for every Mac, Apple Studio Display, iPhone and iPad

AppleCare for Enterprise includes flexible service options, priority onsite services, and as fast as next business-day device repair or replacement.

Global onsite hardware service

You have the option to get onsite service coverage for two, three or four years from the date of your hardware purchase, depending on the plan you choose. If you have a hardware issue during that time, AppleCare for Enterprise will help get you back up and running quickly. You can choose to get onsite service at your location, as fast as the next business day, or you can get service at any Apple Authorised Service Provider across Apple's worldwide network. Use the onsite service look-up tool to determine the onsite service available in a specific location.

Additional device repair or replacement.

In addition to onsite hardware coverage, you can repair up to 4 per cent of your covered Mac computers or Apple-branded displays, or up to 10 per cent of your covered iPad or iPhone devices, for any reason, at no additional cost. In most cases, Apple can repair or replace the device in as fast as one business day.

Support for end-users

AppleCare for Enterprise can help reduce the load on your internal help desk by providing unlimited technical support for your end-users over the phone, 24/7. Apple will provide technical support for Apple hardware and operating systems; Apple apps such as Keynote, Pages and Numbers; and personal accounts or settings.

IT department support

AppleCare for Enterprise includes AppleCare Help Desk Support, which provides unlimited telephone technical support for hardware and software diagnosis, and troubleshooting and issue isolation for Apple-based solutions. This direct access to our Business and Education advisers includes graphical user interface-level assistance with macOS Server network configuration and server administration. You can even get help for Apple Business Manager or Apple School Manager when you call.

For more complex issues, AppleCare for Enterprise gives you one incident of IT department-level support each year. You'll get help with complex deployment and integration scenarios, including MDM and Active Directory.

You can also purchase additional IT department support through an AppleCare OS Support agreement for an additional fee.

Whether you have occasional questions or you need assistance on a regular basis, Apple has flexible support plans to fit your requirements.