

# AppleCare for Enterprise

## Key Messages:

- Tier 1 requirements- minimum of 1,000 units sold per year
- Tier 2 requirements- minimum of 5,000 units sold per year
- Coverage options of 2 or 3 years from hardware purchase date
- ACE provides enterprise-level technical support and next-business-day onsite service for all Apple hardware
- All customers without a MSA number are required to enroll in AppleCare for Enterprise and accept the terms before an order can be placed
- IT department support 24/7 and a 1-hour response time for priority 1 issues
- Employee support 24/7 priority access to Apple Support for end users

ACE Part Numbers		
TD Part Number	Apple Part Number	Description
12282864	S5820LL/A	ACE FOR APPLE TV 24 MONTHS T1
12282840	S5824LL/A	ACE FOR APPLE TV 36 MONTHS T1
12282841	S5822LL/A	ACE FOR APPLE TV 24 MONTHS T2
12282842	S5826LL/A	ACE FOR APPLE TV 36 MONTHS T2
12282863	S5860LL/A	ACE FOR IPOD TOUCH 24 MONTHS T1
12282865	S5864LL/A	ACE FOR IPOD TOUCH 36 MONTHS T1
12282866	S5862LL/A	ACE FOR IPOD TOUCH 24 MONTHS T2
12282810	S5866LL/A	ACE FOR IPOD TOUCH 36 MONTHS T2
13347758	S6161LL/A	AppleCare for Enterprise for iOS - 24 Months - Tier 1
13347760	S6164LL/A	AppleCare for Enterprise for iOS - 36 Months - Tier 1
13347759	S6162LL/A	AppleCare for Enterprise for iOS - 24 Months - Tier 2
13347765	S6165LL/A	AppleCare for Enterprise for iOS - 36 Months - Tier 2
13347762	S6167LL/A	AppleCare for Enterprise for Mac - 24 Months - Tier 1
13347764	S6170LL/A	AppleCare for Enterprise for Mac - 36 Months - Tier 1
13347763	S6168LL/A	AppleCare for Enterprise for Mac - 24 Months - Tier 2
13347761	S6171LL/A	AppleCare for Enterprise for Mac - 36 Months - Tier 2