



# Tech Info Library

## How To Order The Support Professional Solution Series (1/97)

Article Created: 13 January 1995

Article Reviewed/Updated: 17 January 1997

TOPIC -----

This article lists Apple's award winning Support Professional Solution Series package options, pricing, and ordering information. The Support Professional Solution Series is a fee-based support tool for corporate help desks, educational technology coordinators, or for anyone who supports Apple products and technologies. See the TIL article "Support Professional Solution Series: Description" for more detailed program information.

DISCUSSION -----

Pricing & Part Numbers

=====

Please note that the solution series designators equate to the number of people requiring authorized access to Apple; access to information, briefings, escalations and so on.

(Example: 501/701 = 1 person; 703 = 3 people; 705 = 5 people).

The 700 Access Module is designed to expand services beyond the central support area to remote site personnel who require information but who have no direct access to the central support site information server.

Begin\_Table

500 Series\*

-----

Part Number	Description	Apple Price
M3845LL/A	501 Solution	\$2,000

\* NOTE: The Support Professional 501 Solution is designed to complement the technical response (phone) services of your chosen provider. Thus, technical assistance from Apple is not included with this offering. Apple recommends that you review your technical response needs with your chosen hardware provider before purchasing the 501 Solution to ensure your provider has:

- escalation access to Apple
- can support installation and use of Support Professional components
- the level of response to meet your needs

## 700 Series

Part Number	Description	Apple Price
M3849LL/A	701 Solution	\$3,400
M3850LL/A	703 Solution	\$4,500
M3851LL/A	705 Solution	\$6,200
M3848LL/A	700 Access Module	\$ 975 (only available w/701, 703, or 705 Series Solution)

The 700 Solution Series adds technical escalation directly from Apple through a priority 800 number to Apple's Direct Response center.

## Component Extensions & Upgrades

Part Number	Description	Apple Price
M3854LL/A	Support Information System/Server Kit	\$1,400
M3853LL/A	SP Escalation Line/Extended Hours (Mon-Fri; 7am-1am Central Time Coverage).	\$1,000

End\_Table

## How to Order

=====

- Call 1-800-745-2775 between the hours of 7 AM and 10 PM CST and choose option #3
- If you currently have a direct hardware purchasing relationship with Apple, you will then be prompted to choose option #1. The following menu will be available to you:
  - Option #1: Authorized Apple Reseller
  - Option #2: Institute of Higher Education
  - Option #3: K-12
  - Option #4: State or Local Government
  - Option #5: Authorized Developer
- If you do not have a direct hardware purchasing relationship with Apple you will then be prompted to choose option #2. This action will route your call to a representative who can work to guide you through the order process.

## What Information Do I Need To Provide To Place My Order?

- If you have a direct hardware purchasing relationship with Apple, you will need to provide your Customer Number and P.O. number or credit card. You can place your order for Support Professional products and services at the time hardware is purchased or any time afterwards.

• If you do not have a direct hardware purchasing relationship with Apple, you will need to provide the following information:

- Name
- Institution Name
- Address
- Phone number
- Purchase order number\* or credit card number

This information is necessary for each customer to register directly with Apple so that the "Subscription Activation Kit" may be mailed to the correct person.

\* P.O. needs to be faxed to the sales agent as a hard copy verification of purchase. The fax number is (303) 294-0930

#### What Methods Of Payment Are Available?

-----

• Customers who have an Apple Finished Goods account may pay for Support Professional products in the same way they pay for other Finished Goods products. Support Professional products can also be purchased using a credit card. AppleFund monies cannot be used to purchase Support Professional products (also, AppleFund dollars are not rewarded for the purchase of Support Professional products).

• Customers who do not have an Apple Finished Goods account may pay for Support Professional products by purchase order\* or credit card.

\* P.O. needs to be faxed to the sales agent as a hard copy verification of purchase. The fax number is (303) 294-0930

#### What Can I Expect After I Have Placed My Order?

-----

• You will receive a Subscription Activation Box within 2-3 business days after placing the order. Inside the box will be detailed instructions concerning the information you will need to provide to activate your subscription. This information can be provided to Apple by calling 1-800-745-2775 between 7 AM and 10 PM CST and choosing option #4 or by faxing it to (303) 294-0930.

Use of this Subscription Activation Box ensures:

- subscription items are sent directly to you (versus a central warehouse)
- we have the information necessary to customize services to your needs
- offers budget cycle flexibility for those who wish to purchase now but delay the start of the subscription for up to 60 days.

After providing this information to Apple you will receive your Support Professional components within 2-3 business days of subscription activation.

#### Who Can I Call To Check The Status Of My Order?

-----

- Call the Support Professional line at 1-800-745-2775 between the hours of 7 AM and 10 PM CST and choose option #4 for administrative support.

Article Change History:

17 Jan 1997 - Reviewed article, removed Ziff-Davis information.  
05 Apr 1996 - Updated with latest pricing and product information.

Copyright 1995-97, Apple Computer, Inc.

Keywords: supt

=====

This information is from the Apple Technical Information Library.

19970120 09:59:16.00

Tech Info Library Article Number: 17017