AppleCare for Enterprise product compare

	AppleCare for Enterprise	**AppleCare+**
Hardware coverage	3 & 4 year coverage terms for Mac	3 year paid up front coverage for Mac
	2 & 3 year coverage terms for iPhone	2 year paid up front coverage for iPhone and iPad
	2,3 & 4 year coverage terms for iPad	Recurring payment plans for Mac, iPhone and iPad where available
	Battery and accessory coverage	Battery and accessory coverage
Damage coverage options	Repair Mac or replace iOS device, for any reason, using Service Pool credits	Unlimited incidents of accidental damage protection
	Service Pool is a percentage of the deployment based on device type	Mac: $99 or $299 service fee per incident
	There are no service fees when using the Service Pool	iPad: $49 service fee per incident
	Based on industry standard of break rates	iPhone: $29 or $99 service fee per incident
Service options	Global on-site repair or replacement in 30 countries	Global repair coverage (Apple Retail Store locations or Authorized Service Providers)
	As fast as next-business-day onsite (end-user location or designated facility)	Express Replacement service for iPhone and iPad (with service fee and CC hold)
	Mail-in options where available offers prepaid way bills for eligible devices	Onsite, Carry-in and Mail-in options available
	Access to Enterprise portal for visibility to deployment tracking	Apple Support App for access to your Apple products and services
IT support	24/7 enterprise technical support	AppleCare OS Support for added IT support available for separate purchase
	Custom pin number for troubleshooting complex issues or repair triage	
	Annual incident of IT department-level support during each year of coverage	
	Access to Enterprise portal for creation and visibility to case/ticket status	
	Customer Success kick-off call at beginning of agreement	
	AppleCare OS Support for added IT support available for separate purchase	
End-user support	24/7 help desk support (business advisors)	Priority access to technical support via phone and chat
	Custom pin number for set up, how-to questions, troubleshooting, or repair triage	