Tech Info Library

Obtaining Apple Product Support in the USA (1/97)

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TOPIC ---

This article describes how to get product support for Apple products purchased
in the USA.

DISCUSSION --

All Apple products purchased in the USA are bundled with "up and running"
support. Additionally, all hardware products (computers, printers and other
peripherals) come with one year free service, including any replacement parts
and labor.

The telephone numbers listed below are the primary point of access for obtaining
support or service. Additionally, the Tech Info Library (of which this article
is a part) is Apple's official technical support database, with thousands of
articles on Apple products, past and present. The Tech Info Library is on a
variety of online services, see the "Online Services Product Support
Information" section of this article for further information.

Telephone Product Support Assistance:

• Apple Assurance:1-800-SOS-APPL
  - Basic up and running support for Apple products.
  - One year free service (parts and labor) for Apple hardware products.
  - Available Monday through Friday, 6:00 a.m. - 6:00 p.m. Pacific time
  - For Apple customers in the USA only.

Telephone Product Support Information:

• Interactive Voice Response System:1-800-SOS-APPL
  - 24 hour common questions & answers line.
  - Available 24 hours a day, 7 days a week.

• Apple Fax 1-800-505-0171
  - Get product information & technical support Q & A's faxed directly to you.
  - Available 24 hours a day, 7 days a week. (Note: Search the Apple Tech Info
Library by "Apple Fax Document Index" for a complete list of all technical
support documents available.)

- Customer Assistance Center: 1-800-SOS-APPL
  - For pre-sales, warranty, reseller, and service issues.
  - Available Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific time

- Customer Assistance Center TDD:1-800-TDD-MAC3 (1-800-833-6223)
  - For hearing impaired customers.
  - Available Monday through Friday, 6:00 a.m. - 6:00 p.m. Pacific time

Online Services Product Support Information:

Apple publishes basic "how to contact Apple support" information, Apple software
updates and the Apple Tech Info Library, Apple's official technical support
database, to the following online services:

- America Online - keyword: applecomputer

- CompuServe - GO APLSUP

- Internet -
  - Worldwide Web: <http://www.info.apple.com/swupdates>
  - ftp: <ftp://ftp.info.apple.com>

For the current list of locations, refer to the Apple Tech Info Library article:
"Apple Online Support Areas: The List."

Article Change History:
17 Jan 1997 - Revised Article, updated online references.
18 Apr 1996 - Removed reference to eWorld
23 May 1995 - Added current information, including Ask Apple, USA on eWorld.

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