



NATIONAL HIGHER EDUCATION APPLE AGREEMENT

**Agreement Number:
CU/UACG/APPLE/0602**

**1st October 2002 to 30th September 2005
with options to extend to 30th September
2007**

USERS GUIDE



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Overview of the Agreement

The Universities Apple Computer Group (UACG) awarded Apple Computer International sole supplier status for the National Higher Education Agreement for the Supply (& Installation) of Microcomputers with Apple Operating Systems after a thorough and extensive tender and negotiation process.

HE Sector institutions, Research Councils and specific FE institutions that are eligible to participate may use the contract. The overall management of the agreement is via the UACG comprising of representatives from various consortia and institutions to reflect the UK Higher Education interests.

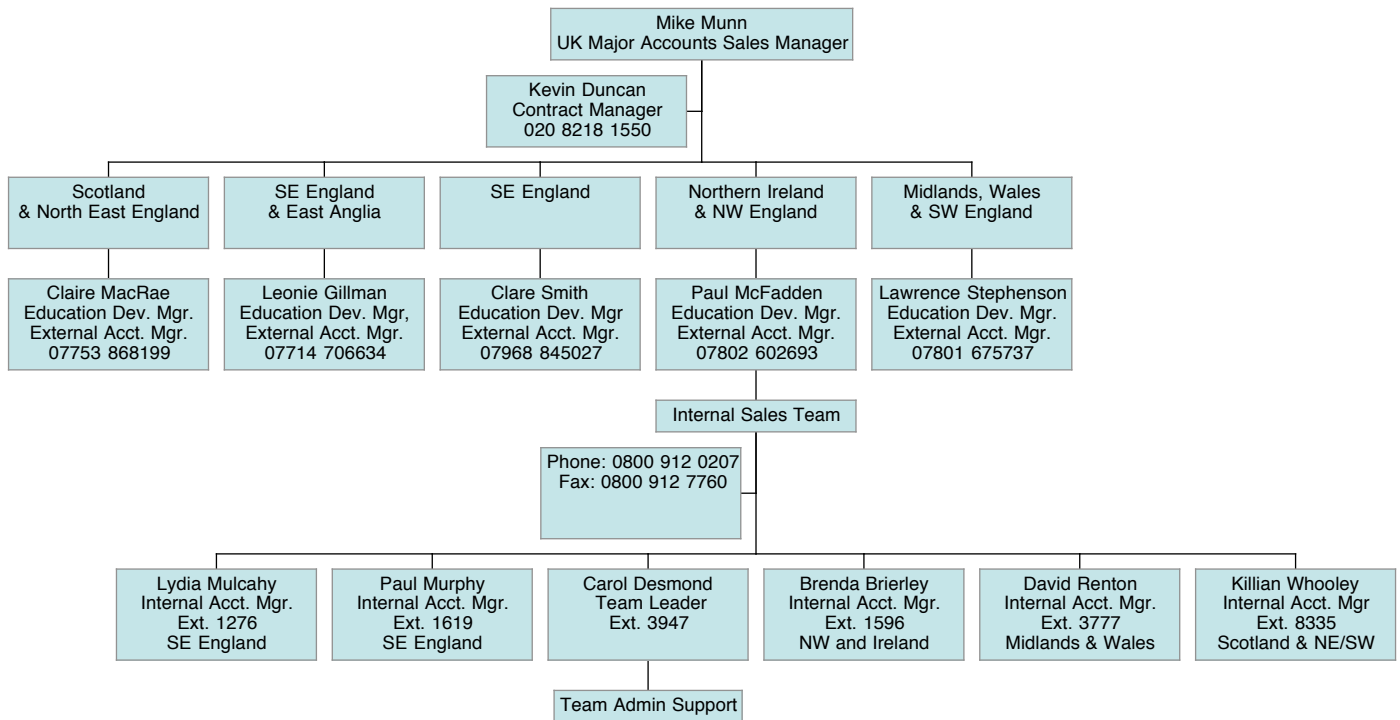
Benefits of the Agreement

The Universities Apple Computer Group (UACG) has negotiated a number of special benefits to those using the National Agreement. These include:

- ***Attractive Negotiated Contract Price Discounts available to Institutions, Staff and Students***
- ***Dedicated AppleStore (web based ordering) for both Institutions & Individuals offering two levels of user (browser and purchaser)***
- ***Special Promotions***
- ***Dedicated account management via regional based professionals***
- ***Regular Contract Reviews***
- ***Special warranty and support package providing one years parts and labour warranty and one years technical support service***
- ***Additional discount when AppleCare Protection Plan is purchased at the same time as the Apple system***
- ***Periodical training and seminars***
- ***Environmentally sound end of life disposal services***
- ***Direct relationship with Apple***
- ***Training and Support opportunities for institutions with large Apple installed base***



Sales and Pre-Sales Organisation Chart





Routes to Purchase

Apple offers a number of routes to purchase including via the Internet using the dedicated Higher Education AppleStore, by phone or fax and by e-mail. Contact details for these routes are as follows:

Dedicated on-line AppleStore: www.apple.com/uk/education/hied
Phone: 0800 912 0207
Fax: 0800 912 7760
e-mail: ukhiedsales@euro.apple.com

Dedicated Higher Education AppleStore

The dedicated AppleStore offers a quick and cost effective route to universities, including staff and students, to check prices, prepare quotations for approval and to place orders electronically.

There are two stores, one for institutions and one for staff/students. Within the institution store there are two levels of user, browser and purchaser. As the names suggest browsers may check pricing and prepare quotations and purchasers may place orders.

Access to the dedicated AppleStore is controlled by the IP address(s) of your institution and therefore access can only be gained from within your institutions network or other approved access point. Requests for access, if not already available within your institution, should be directed to the HE Contract account team on the phone, fax and e-mail addresses listed above. Requests for purchasing rights within the institution AppleStore should also be directed to the account team. Any internal approval processes of your particular institution must of course been completed before requests are made to Apple. Please note that an enrolment agreement, including acceptance of the terms and conditions of using this Apple Store to purchase goods, will need to be signed prior to purchasing rights being allocated to an institution. Details of this agreement and the terms and conditions of use can be obtained from the HE account team.

Adding a Link to the Dedicated AppleStore from your Institution

Apple actively encourages each institution to provide a link from their Intranet/Network to the dedicated AppleStore. This ensures ease of use for your staff and students wishing to access the store and to your purchasing centres wishing to browse or purchase Apple systems. Your IT department or other body responsible for your institution's computer systems should be able to add the link to the web address listed above.



Technical and Warranty Support

One of the special National Contract benefits negotiated on behalf of the HE community is the one-year, parts and labour, warranty and support package. This package provides a telephone technical support service to the member for one year from purchase covering the Apple hardware, Apple operating system and any Apple branded software supplied. Access to the technical support service is via the following phone number.

The support number is: **08708 760753**

When calling the support line you should have to hand the serial number of your Apple system, this will assist the Apple technical support engineer in providing a prompt response to your enquiry.

Technical support is available at the following times:

| | |
|--|--------------|
| Monday to Friday, excluding Bank holidays, | 0800 to 2000 |
| Saturday | 1000 to 1800 |
| Sunday | 1000 to 1600 |

If you have purchased the optional three year AppleCare Protection Plan with your Apple system then the support service and the parts and labour warranty will be extended to three years from purchase.

Customer Services

Customer Service enquires should be addressed to Customer Relations Team on **08708 760933**.

Delivery Enquiries

Should you have any questions regarding the delivery of your Apple systems these should be directed to our pre-delivery enquiry number: **08708 760212** choosing option 2 from the menu.

Dead-on-Arrival (DOA) Procedure

All systems supplied under the HE National Contract have a 14 day Dead on Arrival (DOA) period. If a system has a hardware failure during this period you should contact the Apple DOA line on **08708 765495**. The Apple DOA line staff will then carry out trouble shooting to ascertain the nature of the fault and if this is diagnosed as a possible hardware failure will transfer the caller to arrange collection of the system. The system will then undergo workshop diagnostics to confirm that a hardware failure has occurred and subject to confirmation the user will be offered, at their choice, either to have the system repaired and returned or to have the system replaced.



What is AppleCare Protection Plan?

AppleCare Protection Plan is an optional service upgrade available for the full range of Apple systems. AppleCare extends your support and warranty from one year to three years. The plan includes telephone support, powerful diagnostic tools, Apple certified repairs, and 24 hours a day Internet support.

If repairs are needed, the AppleCare Protection Plan ensures that certified Apple technicians using genuine Apple parts will perform them. The plan covers all repair costs due to defects in materials and workmanship, including replacement parts and labour charges.

When you purchase the AppleCare Protection Plan, you will also receive a CD containing TechTool Deluxe software from Micromat. This versatile product tests the major components of your Apple system, including processors, RAM and hard drives. It also checks your software and can help you diagnose and fix many software conflicts yourself. You will also get access to the Apple support web sites, where you will have easy access to extensive information to help you keep your system running smoothly.

Service Provider Options under AppleCare Protection Plan

If your institution has an established strategic relationship with a particular Apple Authorised Service Provider (AASP) then it may be possible to arrange for warranty under your AppleCare Protection Plan to be carried out by your preferred AASP. Any request for a particular AASP to be used to service your AppleCare Protection Plan should be raised in the first instance with your account manager who will be pleased to discuss how this may be implemented.

AppleCare Professional Support

If you require phone-based technical support for Apple-branded professional software and networking products AppleCare Professional SupportLine (APSL) may be an ideal solution. APSL provides an economical option for professionals who support users of high-end Macintosh networking and multimedia products.

APSL will provide priority access to Apple's senior technical support staff allowing you to manage resources more efficiently, improve response time and reduce training costs. Ideal for those who support users of high-end Macintosh networking products such as Mac OS X Server and AppleShare IP, as well as powerful multimedia solutions such as Final Cut Pro and QuickTime VR Authoring Studio. Telephone support includes assistance with installation, launch, troubleshooting and recovery of supported hardware and software products. Further details are available from your account manager or the HE account team.



Apple Maintenance Program

The Apple Maintenance Program provides a highly cost effective route for keeping your operating system of your installed base of Apple computers up to date in the event of major new releases. To take out an Apple Maintenance Program the systems to be covered must already be licensed for the latest current version of the Apple operating system. The program lasts for three years and will provide operating system upgrades free of any further charge during this period. Volume licensing pricing is also available for the Apple Maintenance Program enabling even greater cost savings. Further details and costs may be obtained from the HE sales team via the contact details above.

Training Opportunities

Apple is able to provide a range of training for hardware, operating systems and applications. Further details are available at:

<http://www.apple.com/uk/support/services/training/>

In addition Apple is committed to supporting major users of Apple hardware, operating systems and applications and to this end operate from time to time reduced cost training courses and various levels of sponsorship for technician training, for those customers who wish to commit to becoming a Self Service Customer (SSC).

The level of sponsorship for technician training is based on your University's business plan developed between your institution and your Apple Account Manager, taking into account your actual, or in some cases forecast, annual spend on Apple systems. Other considerations include your institution meeting the criteria for becoming an SSC. Approval to sponsor the training of one technician per institution, based on your account manager's recommendation, will rest with the Apple UK Education Manager.

The agreed levels of sponsorship available are as follows:

| Level of annual business potential | %Sponsorship |
|------------------------------------|--------------------|
| =>£50,000 | 50% of course fee |
| =>£100,000 | 75% of course fee |
| =>150,000 | 100% of course fee |

In addition Apple will also sponsor, subject to the technician passing the exam, the examination fee in full for all levels indicated above.



What kinds of organisations are suitable for a Self-Servicing Account?

A potential Self-Servicing Customer (SSC) is a large organisation with an installed base of 500 Macs or more. The organisation will have their own service or maintenance department, which makes repairing items in-house a more attractive option than out-sourcing or entering into a third-party maintenance contract. They will be interested in controlling the quality and time of the entire repair process, including troubleshooting, diagnosis, repairing, verifying, and returning product to Apple where necessary.

Details of the training opportunities are available from you account manager who will be pleased to discuss in detail how your institution may be able to benefit from these offers.

Disposal Service

Apple has enlisted the services of a company called Teir1 to provide a range of environmentally sound disposal services for both Apple Mac and PC products. The services available are tailored to the individual needs of each customer so we therefore suggest that you contact your account manager or the HE account team to discuss your needs further.

Invoice/Payment Procedures

Payment terms under the Agreement are 45 days net of receipt of a valid invoice. Apple Computer International, which is based in Cork in the Republic of Ireland, will issue the invoice. Normally your invoice will arrive shortly after delivery of your Apple systems.

In light of the applicable directives of the EU invoices will be sent net of VAT **if** your establishment is VAT registered (and such registration details have been entered onto the Apple accounting system). It is the responsibility of your establishment to fulfil its obligations regarding the payment of VAT where due. The EU to reduce administration overheads within the VAT system between member countries has put these measures in place. Apple recommends that you take the appropriate advice regarding your establishment's liability for VAT.



Payment / Purchase orders should be sent to:

PO Box
Apple Computer International
Hollyhill Industrial Estate
Hollyhill
Cork
Ireland

Payment may also be made by BACS to the following account:

Bank Name: Bank of America
Address: PO Box 407
1 Alie Street
London
E1 8DE

Account Name: Apple Computer International
Account Number: 600838709012
Sort Code: 30-16-35

Any queries regarding invoices should be addressed to Apple Computer International, Hollyhill Industrial Estate, Hollyhill, Cork, Ireland or by telephone to 0870 876 0212.



Contract Management

The overall management of the Agreement will be via the Universities' Apple Computer Group (UACG) comprising representatives from various consortia and institutions to reflect UK regional Higher Education interests. Regular review meetings are held between the UACG and Apple to monitor the contract and look at how it can evolve to the benefit of all parties.

The current members of the UACG are:

| | | |
|-----------------------------|----------|-----------------------|
| Norman Coulbeck (Secretary) | HEPCW | Cardiff University |
| David Westcott | HEPCW | Cardiff University |
| George Reid | Proc-SNI | Edinburgh University |
| Mike Kilner | LUPC | London |
| Nick Atkins (Chairman) | LUPC | London Institute |
| Tim Hooton | MUPC | Aston University |
| Richard Ulyyott | NWUPC | Manchester University |
| Paul Hill | SUPC | Brighton University |

Management of the contract within Apple is the responsibility of Kevin Duncan whose contact details are as follows:

Phone: 020 8218 1550
Fax: 020 8218 1580
e-mail: duncan.k@euro.apple.com

A copy of the HE National Agreement is available from Norman Coulbeck