

<b>COMPANY NAME:</b>	<i>Apple, Inc.</i>
<b>Contract Number</b> <i>(Must be included on purchase order):</i>	155575
<b>ORDER INFORMATION</b>	
<b>Name</b>	<i>Eileen Crowley</i>
<b>Address</b>	<i>12545 Riata Vista Circle</i>
<b>City, State, Zip</b>	<i>Austin, TX 78727</i>
<b>Email Address</b>	<i>ecrowley@apple.com</i>
<b>Phone</b>	<i>800-800-2775 ext. 42803</i>
<b>Fax</b>	<i>866-845-2999</i>
<b>Customer Ordering Process:</b>	<i>Public Schools fax to 866-845-2999, Private Schools fax to 866-846-4853</i>
<b>High Volume Pricing Minimum Order Requirement (complete tab 6):</b>	<i>N/A</i>
<b>URL for Michigan REMC Contract Products and Services Schedule (PSS):</b>	<i>http://www.apple.com/edu/remc</i>
<b>URL for Manufacturers Suggested Retail Prices (MSRP):</b>	<i>http://store.apple.com/1-800-MY-APPLE/WebObjects/AppleStore</i>
<b>URL for National Educational Price (NEP) Schedule:</b>	<i>http://store.apple.com/Catalog/US/Images/routingpage.html</i>
<b>Update Frequency of MSRP prices online</b>	<i>Varies due to product announcements</i>
<b>Universal Service Fund (E-rate) SPIN Number:</b>	<i>143004358</i>
<b>COMPANY CONTACT INFORMATION</b>	
<b>Product Specifications:</b>	
<b>Name</b>	<i>Eileen Crowley</i>
<b>Email Address</b>	<i>ecrowley@apple.com</i>
<b>Phone</b>	<i>800-800-2775 ext. 42803</i>
<b>For Warranty Support:</b>	
<b>Name</b>	<i>AppleCare</i>
<b>Email Address</b>	<i>www.apple.com/support/contact/</i>
<b>Phone</b>	<i>800-800-2775</i>
<b>For Lease Information:</b>	
<b>Name</b>	<i>Bobby Dickerson</i>
<b>Email Address</b>	<i>rdickerson@apple.com</i>
<b>Phone</b>	<i>800-800-2775 ext. 42387</i>
<b>Order Status:</b>	
<b>Name</b>	<i>Katie Debakey</i>
<b>Email Address</b>	<i>kdebakey@apple.com</i>
<b>Phone</b>	<i>800-800-2775 ext. 46440</i>
<b>Manufacturer Sales Representatives:</b>	
<b>Name</b>	<i>Jason Lewandowski</i>
<b>Email Address</b>	<i>jlewandowski@apple.com</i>
<b>Phone</b>	<i>1-248-978-2965</i>

<b>List of Models designated for Commercial Use:</b>	<i>All products included in bid are designated for commercial use.</i>
<b>List and briefly describe Trade-Back/Trade-In Programs:</b>	<i>Apple's Trade-In and Recycle programs allows school districts to recover value from existing equipment. It ensures that retired equipment will be disposed of in the most environmentally sound manner. 1) All recycled hard drives are ground into confetti-sized pieces. 2) Data on all hard drives to be resold is overwritten three times and sanitized. 3) Customers received a certificate of destruction for each lot recycled through the program. 4) Not water from Apple's U.S. recycling program is shipped outside North America. 5) Equipment in good working order can be traded in for credit toward Apple equipment or for a check</i>
<b>List and briefly describe Energy Saving Programs (i.e. EnergyStar or similar):</b>	<i>Apple products supplied in bid each have an Energy Star rating</i>
<b>CUSTOMER ELIGIBILITY</b>	
<b>K- 12 schools:</b> <i>Public, Non-Public, Charter and Private Schools</i>	<i>Eligible: Public, Non-Public, Charter and Private Schools</i>
<b>Higher Education:</b> <i>Community Colleges, Colleges and Universities</i>	<i>Eligible: Community Colleges, Colleges and Universities</i>
<b>Libraries:</b> <i>Public, County, and the Library of Michigan</i>	<i>Ineligible</i>
<b>Governmental Agencies:</b> <i>City, Township, County and State</i>	<i>Eligible: City, Township, County and State Agencies</i>

## Vendor Service Profile Survey 2008

Company Name: Apple

Completed by: Karen Darr

## REMC Customers Can Expect...

(The following sections will be posted on the REMC Bid Web Site)

	Legend	Respond in this column
<b>Customer Communication</b>		
One primary point of contact	Yes or No	No. Inside contacts: Eileen Crowley ph# 800-800-2775 x42803 ecrowley@apple.com, Scott Henry ph# 800-800-2775 x42866 shenry@apple.com, Field Reps: Chris Brown ph# 810-919-4510 brown.christopher@apple.com, Todd Siegler ph# 317-319-0018 tsiegler@apple.com
Toll free Customer Service telephone number	Yes or No	Yes. 800-800-2775
Toll free Customer service fax number	Yes or No	Yes. Public Schools: 866-845-2999 Charter/Private: 866-846-4853
REMC specific Web page	Yes or No	provide a custom link
Office hours (Eastern Time)	__ AM to __ PM	8:00am to 5:00 pm EST
Demo/evaluation product available	Yes or No	Yes. Mac Integration program (2 week demo) and seed program available for longer evaluation periods
Product demonstration sessions upon request	Yes or No	Yes
24-hour response time to voice mail or e-mail inquiries	Yes or No	Yes
<b>Order Verification, Billing, and Customer Account information</b>		
Order verifications will be sent within 24 hours of receipt of the order upon request	Yes or No	Yes - Order confirmations or requests for additional information in order to process orders will be sent out within 24 hours
New customer forms are required	Yes or No	Yes - Customer must provide appropriate documents to open a li
Summer deliveries coordinated with customer	Yes or No	Yes - customer must provide closure dates on all PO's and a point of contact for delivery
Procurement/credit cards accepted	Yes or No	Yes
Additional fees are charged for procurement/credit card orders	\$, % or N/A	N/A
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	No additional cost for standard shipping
Required contract number	Yes or No	Yes

**Company Name:** Apple

**Completed by:** Karen Darr

	Legend	Respond in this column
<b>Customers saw you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:</b>		
MAEDS, October 18-20, 2006	Yes or No	Yes
MAME, October 25-27, 2006	Yes or No	No
MIEM, November 30, 2006	Yes or No	No
MACUL, March 14-16, 2007	Yes or No	Yes
MSBO, April 25-26, 2007	Yes or No	Yes
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:</b>		
MAEDS, October 3-5, 2007	Yes or No	Yes
MAME, October 24-26, 2007	Yes or No	No
MIEM, January 30-February 1, 2008	Yes or No	No
MACUL, March 5-7, 2008	Yes or No	Yes
MSBO, April, 2008	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	Governor's Technology Summit and Michigan Charter School Conference
<b>Delivery</b>		
Rush delivery options available at additional cost.	Yes or No	Yes - cost determined by size/weight and urgency
Deliveries are drop-shipped by manufacturer	Yes or No	Yes
Delivery timelines from receipt of orders		
Equipment	days	varies from 1-3 business days to longer per manufacturing logistics
Supply/Paper	days	N/A
Software	days	varies from 1-3 business days to longer per manufacturing logistics
<b>Please provide a brief summary of delivery options available. Be sure to specify type of delivery (Inside, tailgate etc.) and costs associated with each option.</b>		
Standard delivery free, charges occur or based on weight for 3 day and overnight shipping. Inside and tailgate options available cost associated based on weight.		
<b>Troubleshooting/Use/Set-Up Assistance</b>		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	Yes for desktops and Xserves No for portables
Onsite assistance at extra cost	\$ or N/A	Yes for portables in Lower Peninsula and Metro Detroit
<b>Return Policies</b>		
Call tag issued for company's incorrect shipment	Yes or No	Yes, if it is determined to be an Apple error
Customer dissatisfaction with items can be returned	days	30 days
Full refund within	days	30 days
Method of refund	Refund/Voucher	Credit
Restocking fees	___% after ___ days	5% if customer error

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Legend

**Respond in this column**

**Please provide a brief summary of return policies:**

FOR EDUCATION CUSTOMERS: If you are not satisfied with your Apple purchase of a pre-built product, please call 1-800-676-2775 for a Return Material Authorization (RMA) request within 14 calendar days of the receipt of the product. If the item is returned unopened in the original box, we will offer you a refund based on your original method of payment. The product must be returned to the Apple warehouse within 14 calendar days of the issuance of the RMA. All products must be packed in the original, unmarked packaging including any accessories, manuals, documentation and registration that shipped with the product. A 10% open box fee will be assessed on any opened hardware or accessory. If you purchased your order using an Apple Business Lease, you may be asked to provide a major credit card (Visa, MasterCard, American Express, or Discover) for Apple to assess the 10% open box restocking fee. Please note that Apple does not permit the return of or offer refunds for the following products: Product that is custom configured to your specifications.

**Warranty Policies**

<p>Product to be replaced with new if reported within</p>	<p>days</p>	<p>If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Apple will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product.</p>
<p>Product to be replaced with used/reconditioned units</p>	<p>Yes, No or N/A</p>	<p>If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Apple will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product.</p>
<p>Call tag to be issued</p>	<p>Yes, No or N/A</p>	<p>Yes, if Apple opts to replace a product that is under warranty, a call tag will be issued.</p>

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Legend

Respond in this column

**Please provide a brief summary of warranty policies.** Note: warranties are not to be limited. If a manufacturer provides different support during various time periods, that information MUST be identified in your bid for each item affected by such limitations.

Apple One (1) Year Limited Warranty

Apple's warranty obligations for this hardware product are limited to the terms set forth below:

Apple, as defined below, warrants this Apple-branded hardware product against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser ("Warranty Period"). If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Apple will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. Apple may request that you replace defective parts with new or refurbished user-installable parts that Apple provides in fulfillment of its warranty obligation. A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided by Apple, assumes the remaining warranty of the or

**EXCLUSIONS AND LIMITATIONS**

This Limited Warranty applies only to hardware products manufactured by or for Apple that can be identified by the "Apple" trademark, tr Apple does not warrant that the operation of the product will be uninterrupted or error-free. Apple is not responsible for damage arising fr

This warranty does not apply: (a) to damage caused by use with non-Apple products; (b) to damage caused by accident, abuse, misuse,

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, APPLE IS NOT RESPONSIBLE FOR DI

**CONSUMER PROTECTION LAWS**

FOR CONSUMERS WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURC

**OBTAINING WARRANTY SERVICE**

Please access and review the online help resources referred to in the documentation accompanying this hardware product before reque Apple may provide warranty service (i) at an Apple Retail or AASP location, where service is performed at the location, or the Apple Ret Service options, parts availability and response times may vary according to the country in which service is requested. Service options a

Apple will maintain and use customer information in accordance with the Apple Customer Privacy Policy accessible at [www.apple.com/le](http://www.apple.com/le)

If your product is capable of storing software programs, data and other information, you should make periodic backup copies of the inform

<b>Repair Policies (Non-warranty)</b>		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	Yes for desktops and Xserves No for portables
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes for desktops and Xserves No for portables
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes for desktops and Xserves No for portables

**Please provide a brief summary of repair policies.**

In order to obtain repair service for Apple hardware that is no longer covered by the limited one-year warranty or does not have extended service coverage, customers can access all available service options, but will be responsible for the cost of service, including parts, labor, shipping (if any), and applicable taxes. AppleCare, the local Apple Authorized Service Provider, or Apple retail store representatives can provide an estimate of service costs before giving authorization to perform service.