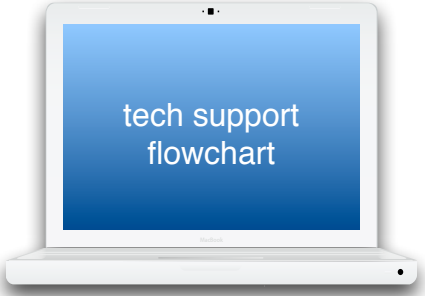
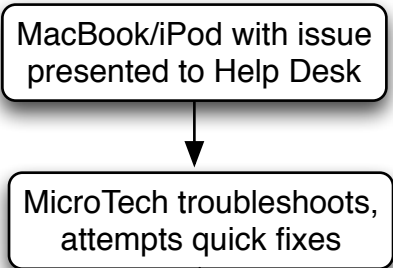


M-DCPS
 Anytime, Anywhere
 26 MacBooks
 540 iPod Touches

Abbreviations

DIY - Do it yourself
 HW - Hardware
 OOW - Out of warranty
 SW - Software



Service Strategy

DIY parts (ex. Power adapters)
 Mail-in hardware repairs
 Onsite hardware repairs
 Reimaging for software issues

AppleCare: 1-800-919-2775
 enter access code 46373, have serial number available