

# AppleCare Service News

10 MAR 2008

## Commitment To Excellence Service Award Program

APPLIES TO: Canada, United States

AppleCare is pleased to announce a quarterly **Commitment To Excellence** award program for its Apple Authorized Service Provider (AASP) ship-to locations in Canada and the United States.

The Commitment To Excellence award program seeks to recognize consumer and higher education AASPs on a quarterly basis for their accomplishments in the AppleCare Service Excellence (ACSE) program.

To be eligible for the award, consumer AASPs with a minimum weekly repair volume of five (5) ACSE eligible repairs must maintain an average ACSE multiplier of 160 percent. Higher education AASPs must maintain an average ACSE multiplier of 160 percent with a minimum weekly repair volume of four (4) ACSE eligible repairs. Eligibility is based on each individual ship-to location.\*



For Apple's first fiscal quarter of 2008, 125 AASP ship-to locations will receive a Commitment To Excellence program award. A perpetual award plaque will be mailed to each award recipient by the end of February. Providers with multiple locations will receive a plaque for each eligible ship-to location. Congratulations to all our award recipients!

A quarterly award plate or plaque will be mailed out each quarter to eligible locations that have met the Commitment To Excellence program award criteria.

AppleCare recommends that the detailed ACSE program information available via [AppleCare Service Source](#) be reviewed. The information includes FAQs, job aids, and webcasts that describe the ACSE program and provide insight into best practices for achieving high-scoring metrics. Please review this material and take steps now to implement best practices to earn a Commitment To Excellence award for Apple's second fiscal quarter of 2008.

\* AppleCare, at its sole discretion, reserves the right to determine award eligibility.

### First Quarter 2008 Award Recipients

Canada	United States
ACCURATE TECHNOLOGIES LTD	AIS COMPUTERS
BEAMECHO	BLUERIDGEMAC
CALDRAFT (1977) LTD	BROWN COMPUTER SOLUTIONS
CAMPUS TECHSHOP	BUNDY COMPUTER COMPANY
CANADIAN COMPUTER OUTLET	BUSINESS & HOME COMPUTING SOLUTIONS
CARBON COMPUTING - TORONTO	CAPITAL BUSINESS MACHINES
CARBON COMPUTING - KITCHENER	CAPITOL MACINTOSH
CLICKON MAC SOLUTIONS	CASTLE COMPUTERS INC
DURHAM COLLEGE AND UOIT	CHARLOTTE STREET COMPUTERS INC
LE MAC URBAIN	COMPU PRO SERVICES
MAC 911 INC	COMPUCLEAN
MAC EAST	COMPUTECH SUPPORT SERVICES INC
MAC OUTPOST	COMPUTER DIMENSIONS
MAC STATION TECHNOLOGIES - ABBOTSFORD	COMPUTER DNA
MAC STATION TECHNOLOGIES - BURNABY	COMPUTER HARDWARE INC
MAINLY MAC	COMPUTER SOLUTIONS
MICRO-BOUTIQUE INC.	COMPUTER TECHNOLOGY SOLUTIONS
NORTH STAR DIGITAL SYSTEMS	COMPUTER VILLAGE
ORACLE MACINTOSH	COMPUTER VILLAGE INC
RESTART COMPUTER INC	COMPUTER WORKS
SIMPLY COMPUTING - KELOWNA	COMPUZONE
SIMPLY COMPUTING - VANCOUVER	CONNECTING POINT COMPUTER CENTER
SYNERGY SMC	CONNECTING POINT COMPUTERS
TRG COMPUTER SOLUTIONS	CORE CARE
WRIGHT DIGITAL	COREMAC
	CORNELL UNIVERSITY
	CORNICE
	DAYSTAR TECHNOLOGY
	DI NO COMPUTERS INC
	DIVERSIFIED COMPUTERS
	EXPERCOM
	FIRST TECH COMPUTER
	FLEXIBLE BUSINESS SYSTEMS INC

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GRAVITY SYSTEMS INC  
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HEARTLAND TECHNOLOGY SOLUTIONS  
ITECH COMPUTER CENTER  
MAC BUSINESS SOLUTIONS  
MAC CLINIC SEDONA  
MAC FUSION  
MAC LIFE  
MAC MADE EASY  
MAC SOLUTIONS PLUS INC  
MACADVANTAGE INC  
MACAUTHORITY - NASHVILLE  
MACAUTHORITY - LOUISVILLE  
MACEDGE  
MACEXPERIENCE  
MACEXPERTS OF CALIFORNIA  
MACFORCE  
MACHEAVEN  
MACMAN INC  
MACMEDIA INC  
MACMEDIC  
MACOUTFITTERS  
MACPROFESSIONALS INC  
MACSHOP  
MACSPECIALIST  
MACTALK INC  
MACTECH SOLUTIONS  
MACTOWN  
MACTRONICS  
MACUPGRADES  
MARIN MAC SHOP  
MCMOBILE INC  
MEGABYTE COMPUTER CENTER  
MICRO TECHNOLOGY GROUPE  
MICROCOMPUTER SUPPORT  
NABIHS INC  
OLIVA AUDIO VISUAL REPAIR  
PEACHMAC  
PERRY COMPUTER SERVICES  
POWER MAC PAC  
POWERMAX  
QUAD STAR DIGITAL  
RAYS CONNECTING POINT  
RE-MAC COMPUTERS INC  
SIMPLYMAC  
SIMUTEK  
SMALL DOG ELECTRONICS -  
BURLINGTON  
SMALL DOG ELECTRONICS -  
WAITSFIELD  
SPRINGBOARD MEDIA  
SUNRISE COMPUTERS  
TECH PLUS  
TECHNOLOGY ASSOCIATES INC  
TECHROOM  
TEKSERVE CORPORATION  
TENPLUS SYSTEMS  
THE ALASKA MACSTORE  
THE COMPUTER SHOPPE  
THE COMPUTER STORE INC  
THE LEARNING CENTER LTD  
THE MAC GUYS - LA CROSSE  
THE MAC GUYS - COSTA MESA  
THE MAC MAN LLC  
THE SEATTLE MAC STORE  
TRI-COM COMPUTER SYSTEMS  
UNITEK COMPUTER INC  
UNIVERSITY OF TEXAS AT AUSTIN