ProSupport Plus for Enterprise

Adopt complex technologies with confidence.

Critical systems deserve our best support.

ProSupport Plus for Enterprise is enterprise-class support that is designed to proactively improve the performance and stability of your critical systems through environmental intelligence and the right expertise for your organization.

It is designed to not only get you back up and running quickly, but also help you get ahead of problems before they happen. You'll have the freedom to adopt complex technologies with confidence, knowing Dell Technologies' best resources are with you every step of the way.

Choose ProSupport Plus:

- Immediate advanced troubleshooting from an engineer that understands the entire Dell Technologies infrastructure solutions product portfolio

- An assigned Service Account Manager - your #1 support advocate, ensuring you get the best possible proactive and predictive support experience

- 3rd party software support - we are your single point of accountability for any eligible software installed on your ProSupport Plus system, whether you purchased it from us or not

- Predictive analysis for issue prevention and optimization

- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution

- Semiannual systems maintenance - keep your ProSupport Plus systems up to date with installation of latest firmware BIOS and drive updates to improve performance and availability

- Optional next business day or 4-hour mission critical onsite hardware support response

Improve the performance of critical systems and accelerate your IT transformation.

Proactive support for critical systems

Benefits:

- Adopt complex technologies with confidence by relying on our experts
- Improve performance and stability with automated proactive and predictive recommendations
- Maximize workload availability with automated support

Experts

- Assigned Service Account Manager
- Priority access to specialized support experts

Insights

- Proactive assessments and performance recommendations
- Predictive issue detection
- Semiannual systems maintenance

Ease

- 3rd party software support
- Hypervisor, operating environment and OS support
- Automated case creation with notification

Feature	Basic	ProSupport	ProSupport Plus
Remote technical support	9x5	24x7	24x7
Covered products	Hardware	Hardware Software	Hardware Software
Onsite hardware support	Next business day	Next business day or 4hr mission critical	Next business day or 4hr mission critical
3rd party collaborative assistance		●	●
Self-service case initiation and management		●	●
Access to software updates		●	●
Proactive storage health monitoring, predictive analytics and anomaly detection with CloudIQ and the CloudIQ mobile app		●	●
Priority access to specialized support experts			●
Predictive detection of hardware failures			●
3rd party software support			●
An assigned Service Account Manager			●
Proactive, personalized assessments and recommendations			●
Proactive systems maintenance			●

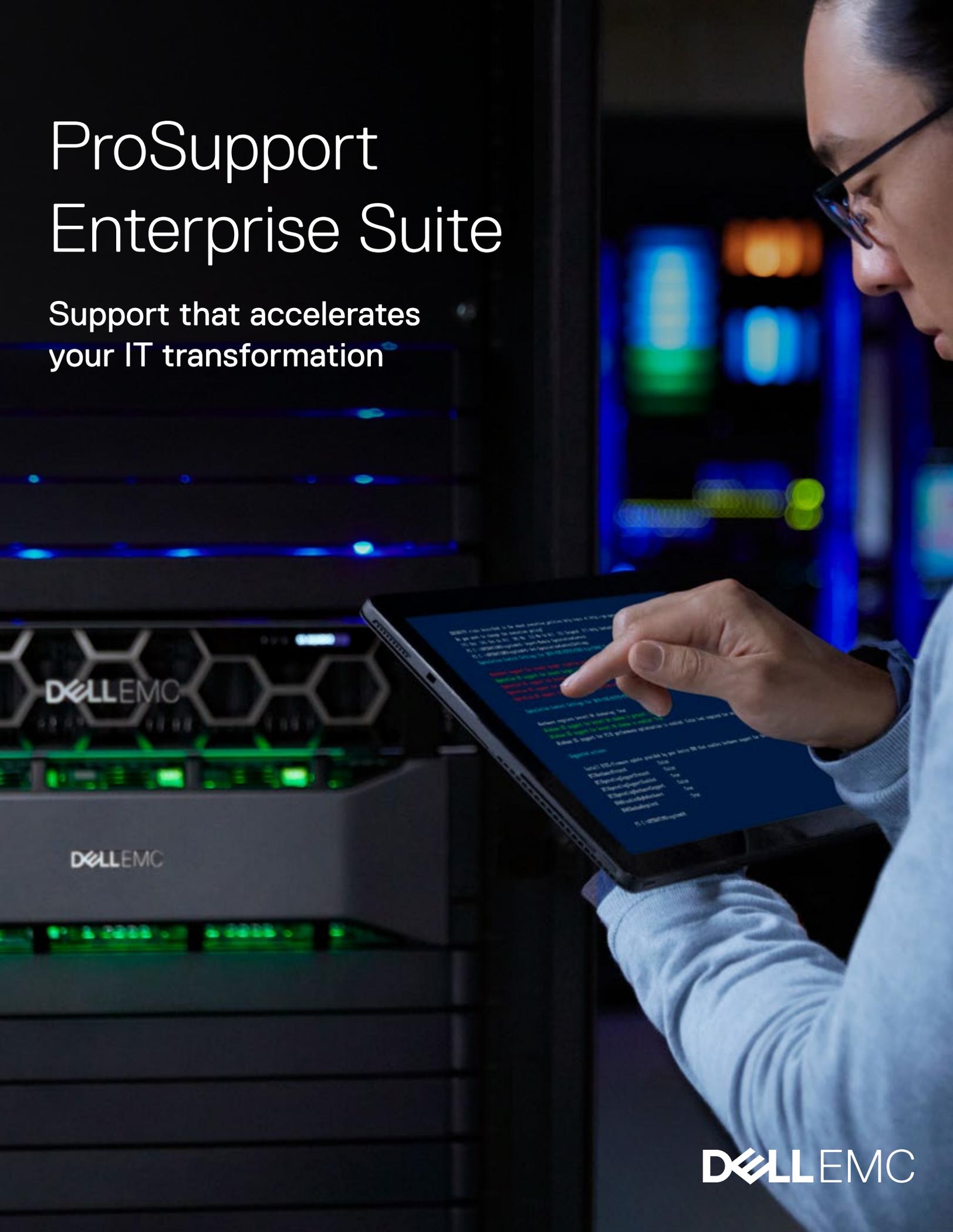## For more information, contact your Dell Technologies sales representative

DELL Technologies

ProSupport Enterprise Suite

Support that accelerates your IT transformation

Comprehensive support for complex environments

The enterprise landscape is changing rapidly, and the pressure to introduce new technologies into your organization while efficiently maintaining existing servers, storage and networking has never been greater. Big Data, virtualization, application modernization, modular infrastructure and cloud computing can result in substantial benefits, but they require an even higher level of expertise. A complex environment means complex processes — and more potential problems. The more you depend on technology, the more important it is to have the right support.

To find time to focus on your business objectives and stay competitive, you need to manage:

- Maintenance costs
- Workload availability
- Multiple hardware and software vendors
- Automated proactive and predictive technologies

Today's complex environments
require true enterprise-class support.

Proactive insights from Dell EMC

Reducing IT complexities and controlling costs has become seen as a way to fund more strategic business requirements[1], including:

- Increasing customer satisfaction and loyalty
- Boosting employee productivity
- Speeding development times and time to market
- Improving decision-making
- Responding rapidly and dynamically to both market opportunities and competitive challenges

With the right support solution, Dell EMC can help you achieve your goals.

With the ProSupport Enterprise Suite, you can get the most out of your investment with the support expertise and insights Dell EMC is known for across the globe. The ProSupport Enterprise Suite doesn't just extend your IT team, It enables you to resolve IT questions and problems in less time.

The ProSupport Enterprise Suite offers:

- Flexibility to choose support based on criticality of specific systems and the complexity of your environment
- A central point of accountability for all your hardware and software issues
- Cross-domain experience that goes beyond a single piece of hardware
- Predictive, automated tools and innovative technology
- Consistent experience regardless of where you're located or what language you speak[2]

[1]Source: "CIOs Reveal Their Priorities and Successes in IT Transformation," CIO from IDG, Sponsored by Dell EMC, 2018
[2]Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

"When it comes to service, proactive is good, but predictive is even better. We don't want to fight fires. We want to stop them from happening and Dell EMC Support is implementing technologies to do just that. We see them continually innovating to provide the best experience possible."

— **Rob Lee**,
Deputy General Manager in charge of Operations and Support for IT, Kuwait Finance House

Why Dell EMC?

Enterprise-class support realized.

Built on a foundation of experts, insights and customer ease, our ProSupport Enterprise Suite has the enterprise-class support your organization needs. Select the service that aligns with the criticality of your systems, complexity of your environment and how you allocate your IT resources.

30 TSIA STAR Awards for customer service

Experts.

Focus on your business while Dell EMC experts reduce IT complexity.

- 60,000+ Dell EMC & partner professionals
- Over 11,000 certifications in industry-leading hardware, software and solutions
- Deep knowledge of complex, emerging technologies and multivendor environments
- Collaborative assistance with 3rd party technology vendors

Insights.

Improve performance and stability with deep insight and intelligent data.

- SupportAssist and Secure Remote Services automated monitoring and predictive[*] analysis for issue prevention and optimization
- Personalized relationship with a designated Technology Service Manager with deep knowledge of your business and environment
- Six Command Centers[**] to proactively monitor field service events
- Twelve Centers of Excellence and Joint Solution Centers deliver in-house collaboration leveraging our alliances with leading application providers

Ease.

Increase productivity with always accessible tailored support.

- Support offered in 165 countries
- 24x7[***] phone, chat, email and social media support
- Consistent single-source support across hardware and software
- Over 95% customer satisfaction for Dell EMC Support & Deployment services

[*]SupportAssist predictive analysis failure detection includes server hard drives and backplanes. Secure Remote Services enables predictive capabilities and failure detection for enterprise storage, data protection and converged infrastructure.
[**]Command Centers monitor only Dell EMC Compute, Networking and Server products.
[***]Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

ProSupport Enterprise Suite

Smarter strategies for smarter support.

A strategy that allows you to fearlessly adopt new technology gives you freedom to focus on your business. Having the same enterprise-class support from Dell EMC on all of your platforms, brands and solutions across your infrastructure gives you that freedom.

As managing technology gets harder, Dell EMC support is getting smarter.

ProSupport Plus

Optimize your critical systems and free up staff to innovate the business. ProSupport Plus provides an assigned Technology Service Manager and access to specialized support engineers that quickly diagnose issues and provide personalized guidance to avoid problems before they ever impact your business.

ProSupport

Keep your hardware and software running smoothly with 24x7 access to technology engineers as well as proactive and preventive technologies to help you get ahead of issues.

ProSupport One for Data Center

Get tailored, personalized support designed for large, centrally managed data centers, including an assigned Technology Service Manager as well as flexible parts and labor options.

ProSupport Plus

Critical workloads and applications require constant availability and the systems supporting them need more than break/fix support — they need proactive and predictive measures to get ahead of problems before they happen.

ProSupport Plus* proactively improves the performance and stability of your critical systems through automated support, analytics and the right expertise for your organization. ProSupport Plus not only gets you back up and running quickly, but also helps you get ahead of problems before they happen. You'll have the freedom to adopt complex technologies with confidence, knowing Dell EMC has the expertise and insight to help you be more productive and focus on your goals.

When you choose ProSupport Plus, you'll get:

- An assigned Technology Service Manager who knows your business and your environment

- Immediate advanced troubleshooting from an engineer that understands the entire Dell EMC product portfolio

- Support for any eligible 3rd party software that is installed on your Dell EMC system whether you purchased the software from Dell EMC or not. Not only will we diagnose the issue, we will own the issue through resolution*

- Personalized, preventive recommendations based on analysis of support trends and best practices from across the Dell EMC customer base to reduce support issues and improve performance

- Predictive analysis for issue prevention and optimization enabled by SupportAssist and Secure Remote Service

- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist and Secure Remote Services

With ProSupport Plus, you experience fewer critical issues. But if you do, your issue is resolved quickly:[5]

Up to
21%
fewer critical issues

48%
faster resolution of critical issues

"Because of ProSupport Plus, we have more time to focus on strategic work, instead of putting out fires. That will help us continue to drive new business."

— Mike Kott,
System Administrator,
Lifting Gear Hire, United States

*Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.
[5]Based on a September 2018 internal analysis of service requests from August 2017 to August 2018 for Dell EMC Storage and Data Protection products comparing service requests for products with ProSupport Plus for Enterprise vs. products without it. Actual results may vary.

Technology Service Manager:

Your designated Dell EMC support advocate.

- Highly skilled expert who understands the specific IT needs and objectives of your business
- Central point of contact to facilitate service management and escalation resolution
- Personalized recommendations based on your environment, best practices and support trends across all of our customers to help improve productivity and stability

"We've seen a total transformation when it comes to support services. With ProSupport Plus, issues can be resolved in hours instead of days with standard support."

— **Zhang Fei Peng**,
Director of Operations,
Jiguang, China

ProSupport

You need unwavering support for hardware and software and a smart way to manage the mix of vendors in your environment. Dell EMC offers a single source with the expertise, know-how and capabilities to make supporting your IT easier.

When you choose ProSupport*, highly trained experts are there around the clock and around the globe to address your IT needs. ProSupport helps you minimize disruptions and maintain a high level of productivity.

When you choose ProSupport, you'll get:

- 24x7x365 access to certified hardware and software experts
- Collaborative support with 3rd party vendors
- Hypervisor, Operating Environment Software and OS support
- Consistent level of support available for Dell EMC hardware, software and solutions
- Onsite parts and labor response options including next business day

"I totally trust the Dell EMC team with my environment. I know they will be proactive. I can concentrate on my deliverables because I know they will come to me if there are actions that need to be taken. The keyword is trust and, as far as I'm concerned, Dell EMC sets the standard for support. I really want all my other suppliers to be like Dell EMC."

— **Christophe Abrial**,
Manager for Storage/
Backup and Archiving RUN operations,
Orange

*Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

ProSupport One for Data Center

Large data centers are complex and unique. That's why you need a support solution that complements your internal resources and can evolve to fit your changing technology landscape.

ProSupport One for Data Center offers flexible site-wide support for large and centrally managed data centers with more than 1,000 assets. This offer is built on standard ProSupport components that leverage our global scale but are tailored to your company's needs. While not for everyone, it offers a truly unique solution for Dell EMC's biggest customers with the most complex environments.

When you choose ProSupport One for Data Center, you'll get:

- Assigned Technology Service Managers with remote, on-site, part-time and full-time options priority access to specialized support expert

- Assigned ProSupport One technical and field engineers who are trained on your environment and configurations

- Support and utilization reporting

- Flexible on-site support and parts options that fit your operating model

- A tailored support plan and training for your operations staff

*ProSupport One for Data Center is available for Dell EMC Compute, Server and Networking products.
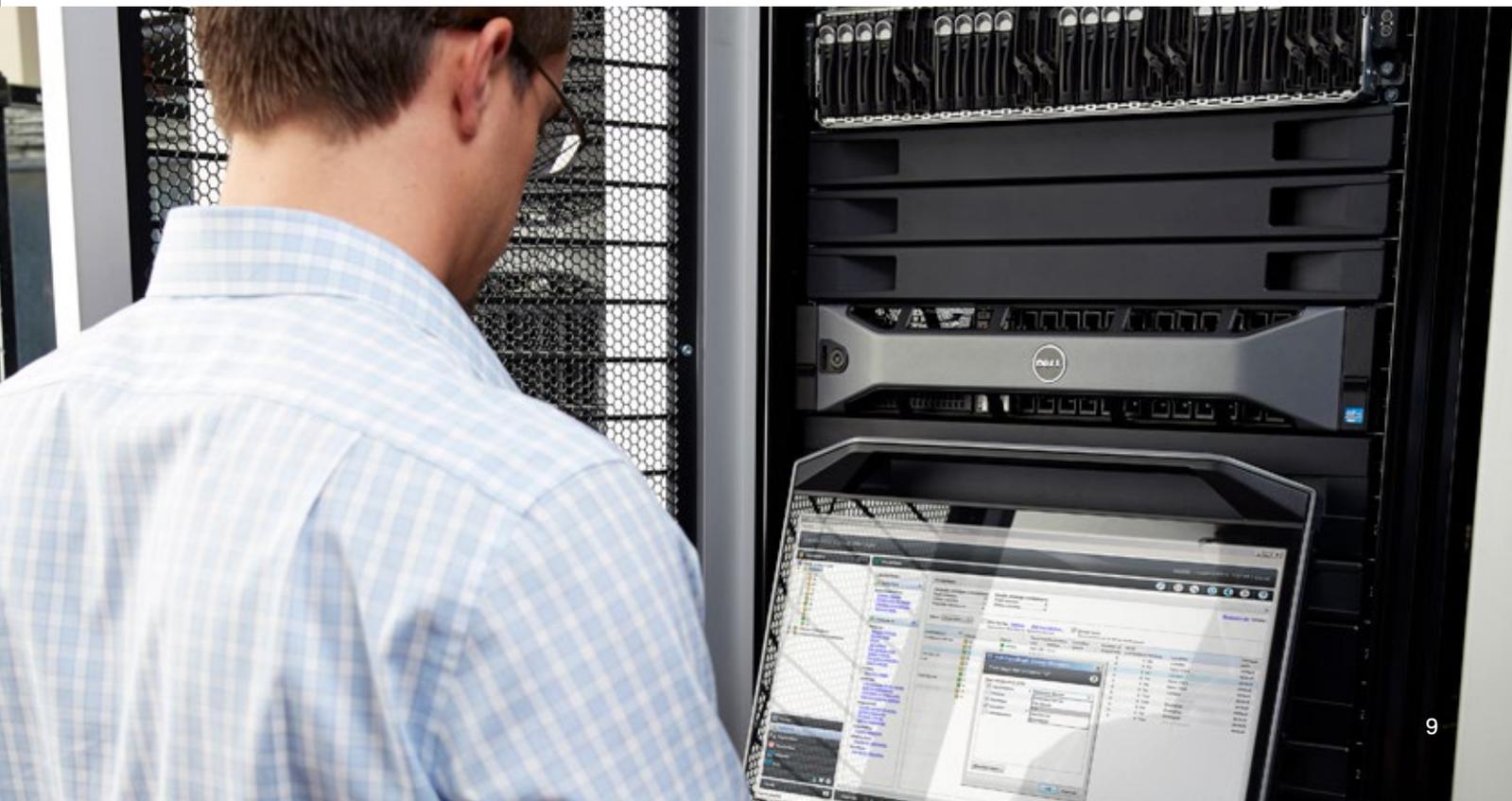
Get connected

SupportAssist and Secure Remote Services

Avoid issues and get faster resolution with automated proactive and predictive** support. Leave manual routines behind with remote monitoring, automated issue detection and case creation, and remote resolution.

Get insight

MyService360

Gain insight, take action and save time managing your support experience and improving the health of your global environment with personalized, data-driven dashboards.

TechDirect

Boost productivity with this flexible, self-service portal that makes it easy to request support, direct deployments, train staff and manage your systems.

MyService360 and Secure Remote Services are available for Dell EMC Storage and Data Protection products. SupportAssist and TechDirect are available for Dell EMC Compute, Networking and Server products.
**SupportAssist predictive analysis failure detection includes server hard drives and backplanes. Secure Remote Services enables predictive capabilities and failure detection for enterprise storage, data protection and converged infrastructure.

"With SupportAssist, the case is automatically opened the minute it happens, and a spare part can be waiting for us when we arrive at work on Monday morning."

— Winshuttle Software, India

"Besides simplifying day-to-day support, the MyService360 dashboard will help [us] make good business decisions about our future. It's very cool!"

— Open Line, B.V., Netherlands

The right support for you

	Basic	ProSupport	ProSupport Plus
Remote technical support	9x5	24x7	24x7
Covered products	Hardware	Hardware Software	Hardware Software
Onsite hardware support	Next business day	Next business day or 4hr mission critical	Next business day or 4hr mission critical
Automated issue detection and case creation		●	●
Self-service case initiation and management		●	●
Access to software updates		●	●
Priority access to specialized support experts			●
3rd party software support			●
Assigned Technology Service Manager			●
Personalized assessments and recommendations			●
Semiannual systems maintenance			●

Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

The Dell EMC difference

World-class companies all over the globe trust us to support their Dell EMC and multivendor enterprise systems efficiently and keep them running all day, every day. That's a responsibility that Dell EMC is proud to have — and proud to do well.

Improve performance and stability of critical systems, increase productivity and reduce downtime. With the experts, insights, and ease you get from the ProSupport Enterprise Suite, you'll always be prepared for whatever comes next — no matter what.

Go to **DellEMC.com/ProSupport** for more information or contact your Dell EMC sales representative.

D∕LLEMC

ProSupport for Enterprise

Introduction

Dell Technologies[1] is pleased to provide ProSupport for Enterprise (the "**Service(s)" or "Support Services**") in accordance with this Service Description ("**Service Description**"). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment from Dell Technologies (the "**Order Form**") will include the name(s) of the Product(s)[2], applicable Service(s) and related option(s), if any. For additional assistance, or to request a copy of your governing agreement applicable to the Services (the "**Agreement**"), contact your Dell Technologies sales representative. For Customers who purchase from Dell under a separate Agreement that authorizes the sale of these Services, the Dell Services Terms & Conditions Supplement[3] also applies to these Services. For a copy of your agreement with your applicable Dell Technologies reseller, contact that reseller.

The Scope of This Service

The features of this Service include:

- Access on a 24x7 basis (including holidays)[4] to the Dell Technologies Customer Service and Support organization for troubleshooting assistance of Products.

- On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site or other Customer business location approved by Dell Technologies as detailed in the Agreement (as necessary and according to the support option purchased) to address a Product problem. See below for more details on severity levels and onsite service options.

Please review the table below for more details.

How to Contact Dell Technologies if You Require Service

Online, Chat, and Email Support: Dell Technologies website, chat, and email support available for select products at https://www.dell.com/support.

Telephone Support Requests: Available on a 24x7 basis (including holidays). Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in this document. Visit https://www.dell.com/support for a list of applicable telephone numbers for your location.

The following chart lists the service features of ProSupport for Enterprise provided under Dell Technologies's warranty and/or maintenance terms. ProSupport for Enterprise is available to support and maintain:

1. Dell Technologies® Equipment which is identified on the Dell Technologies Product Warranty and Maintenance Table or on your Order Form as

- including ProSupport for Enterprise during the applicable warranty period; or

- eligible for upgrade to ProSupport for Enterprise during the applicable warranty period; or

- eligible for ProSupport for Enterprise during a subsequent maintenance period.

2. Dell Technologies Software which is identified on the Dell Technologies Product Warranty and Maintenance Table or on your Order Form as eligible for ProSupport for Enterprise during a maintenance period.

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[1] "Dell Technologies", as used in this document, means the applicable Dell sales entity ("Dell") specified on your Dell Order Form and the applicable EMC sales entity ("EMC") specified on your EMC Order Form. The use of "Dell Technologies" in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.
[2] As used in this document, "Dell Technologies Products", "Products", "Equipment" and "Software" means the Dell Technologies Equipment and Software identified on the Dell Technologies Product Warranty and Maintenance Table or on your Order Form, and "Third Party Products" is defined in your Agreement, or in the absence of such definition in your Agreement, in the Dell Technologies Commercial Terms of Sale, or your local Dell Technologies terms of sale, as applicable. "You" and "Customer" refers to the entity named in the purchaser of these Services named in the Agreement.
[3] To review the Dell Services Terms of Sale Supplement, please go to https://www.dell.com/servicecontracts/global, choose your country and select the Support Services tab on the left hand navigation column of your local country page.
[4] Availability varies by country. Contact your sales representative for more information.

SERVICE FEATURE	DESCRIPTION	PROSUPPORT—COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	Customer contacts Dell Technologies by telephone or web interface on a 24x7 basis to report an Equipment or Software problem. Telephone contacts will be routed to a remote technical support contact to assist with their issue.	Included.
ONSITE RESPONSE	Dell Technologies sends authorized personnel to Installation Site to work on the problem after Dell Technologies has isolated the problem and deemed Onsite Response necessary.	Included for Equipment only. Initial Onsite Response objective is based on the option purchased by the Customer. The options available to the Customer are the following; either 1) a four-hour service response during the same business day, or 2) a service response during the next local business day, during normal business hours, after Dell Technologies deems Onsite Support is necessary. 4-Hour Mission Critical On-site Response Typically arrives on-site within 4 hours after completion of telephone-based troubleshooting. • Available seven (7) days each week, twenty-four (24) hours each day - including holidays. • Available within defined four (4) hour response locations. • 4 Hour parts locations stock essential operational components, as determined by Dell Technologies. Non-essential parts may be shipped using overnight delivery. • Ability to define if the issue is a Severity 1 upon remote supports initial diagnosis • Critical situation procedures - Severity level 1 issues are eligible for quick Escalation/Resolution Manager and "CritSit" incident coverage. • Emergency dispatch - onsite service technician dispatched in parallel with immediate phone-based troubleshooting for Severity 1 issues. Next Business Day On-site Response Following telephone-based troubleshooting and diagnosis, a technician can usually be dispatched to arrive on-site the next business day. • Calls received by Dell Technologies after local cutoff at Customer site local time may require an additional business day for service technician to arrive at Customer's location. • Available only on select models of Products. Onsite Response does not apply to Software and may be separately purchased.

*SEVERITY LEVEL DEFINITIONS

SEVERITY 1 Critical – loss of ability to perform critical business functions and requires immediate response

SEVERITY 2 High – able to perform business functions, but performance/capabilities are degraded or severely limited.

SEVERITY 3 Medium/Low – little to no business impact.

| REPLACEMENT PARTS DELIVERY | Dell Technologies provides replacement parts when deemed necessary by Dell Technologies. | Included. Replacement parts delivery objective is based on the option purchased by the Customer. The options available to the Customer are the following; either 1) a four-hour service response during the same business day, or 2) a service response during the next local business day, during normal business hours, after Dell Technologies deems that a replacement part delivery is necessary. A Same Business Day part is one which upon failure may prevent the Supported Product that causes the loss of ability to perform critical business functions and requires immediate response. Parts deemed non-critical include, but are not limited to:bezels, mechanical chassis, hard drive blanks, rail kits, cable management accessories. Parts that may be deemed critical are: motherboards, CPUs, select memory modules and hard disk drives.

Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts.

Installation of all replacement parts performed by Dell Technologies as part of Onsite Response, but Customer has option to perform installation of Customer Replaceable Units (CRUs). See Dell Technologies Product Warranty and Maintenance Table for listing of parts designated as CRUs for specific Equipment or contact Dell Technologies for more details.

If Dell Technologies installs the replacement part, Dell Technologies will arrange for its return to an Dell Technologies facility. If Customer installs the CRU, Customer is responsible for returning the replaced CRU to a facility designated by Dell Technologies.

If the Dell technician determines that the Supported Product is one that should be replaced as a whole unit, Dell Technologies reserves the right to send Customer a whole replacement unit. Whole unit replacements may not be stocked for same day response times and there may be extended lead times for arrival of a whole unit replacement at your location, depending on where you are located and the type of Product being replaced. |
|---|---|---|
| PROACTIVE SOLID STATE DRIVE REPLACEMENT | Included for Storage and Converged Products. If the Endurance Level (as defined below) for any solid-state drive prior to the device reaching its full capacity or less (as determined by Dell Technologies), the Customer is eligible to receive a replacement solid state drive. Endurance Level means the average percentage of life span remaining on the eligible SSD. | Included.

Response objective is based on the applicable Replacement Parts Delivery and Onsite Response service features detailed above. Customer must activate and maintain the currently supported version(s) of SupportAssist and/or Secure Remote Support software during the applicable term of support. SupportAssist and/or Secure Remote Support enablement, as applicable is a prerequisite for these additional renewal service features. |
| RIGHTS TO NEW RELEASES OF SOFTWARE | Dell Technologies provides the rights to new Software Releases as made generally available by Dell Technologies. | Included. |
| INSTALLATION OF NEW SOFTWARE RELEASES | Dell Technologies performs the installation of new Software Releases. | **Equipment Operating Environment (OE) Software**
Included with ProSupport 4 Hour/Mission Critical only for Software which Dell Technologies classifies as Equipment operating environment Software and only when the associated Equipment into which the operating environment Software is being installed is covered by a Dell Technologies warranty or then current Dell Technologies maintenance contract.

Other Software (non-OE)
Customer performs the installation of new Software Releases unless otherwise deemed necessary by Dell Technologies. |

24X7 REMOTE MONITORING AND REPAIR	Certain Products will automatically and independently contact Dell Technologies to provide input to assist Dell Technologies in problem determination. Dell Technologies remotely accesses Products if necessary for additional diagnostics and to provide remote support.	Included for Products that have remote monitoring tools and technology available from Dell Technologies. Once Dell Technologies is notified of a problem, the same response objectives for Global Technical Support and Onsite Response will apply as previously described.
24X7 ACCESS TO ONLINE SUPPORT TOOLS	Customers who have properly registered have access on a 24x7 basis to Dell Technologies's web-based knowledge and self-help customer support tools via the Dell Technologies Online Support site.	Included.

ADDITIONAL SUPPORT WITH CLOUDIQ

SERVICE FEATURE	DESCRIPTION	COVERAGE DETAILS
CLOUDIQ	Customers who have properly connected their entitled-system to Dell Technologies using either Secure Remote Services or SupportAssist have access to CloudIQ, which provides proactive health scores, performance impact analysis and anomaly detection and workload contention analysis.	Included for the following Dell Technologies platforms; PowerMax, PowerStore, PowerScale, PowerVAlut, Dell EMC Unity XT, XtremIO, SC Series, VxBlock and Connectrix switches.

COLLABORATIVE ASSISTANCE

If a Customer opens a service request and Dell Technologies determines that the problem arises with an eligible third-party vendor's products commonly utilized in conjunction with Products covered by a current Dell Technologies warranty or maintenance contract, Dell Technologies will endeavor to provide Collaborative Assistance under which Dell Technologies: (i) serves as a single point of contact until the problems are isolated; (ii) contacts the third-party vendor; (iii) provides problem documentation; and (iv) continues to monitor the problem and obtain status and resolution plans from the vendor (where reasonably possible).

To be eligible for Collaborative Assistance, Customer must have the appropriate active support agreements and entitlements directly with the respective third-party vendor and Dell Technologies or an authorized Dell Technologies reseller. Once isolated and reported, the third-party vendor is solely responsible to provide all support, technical and otherwise, in connection with resolution of the Customer's problem. **Dell Technologies IS NOT RESPONSIBLE FOR THE PERFORMANCE OF OTHER VENDORS' PRODUCTS OR SERVICES**. A list of Collaborative Assistance partners can be found on the Collaborative Assistance List. Please note that supported third-party products may change at any time without notice to Customers.

DELL TECHNOLOGIES SYSTEM SOFTWARE SUPPORT

Dell Technologies Software support included within ProSupport for Enterprise provides support for select Third Party Products, including select end-user applications, operating systems, hypervisors and firmware when such Third Party Products are 1) purchased from Dell Technologies, 2) purchased with Products, 3) currently installed and operating on Products at the time that support is requested, and 4) the Product is covered by an existing ProSupport for Enterprise support and maintenance term of service. Customer is solely responsible for correcting any problems with licenses and purchases of eligible software to be eligible to receive these Services at any time during the coverage period. A list of eligible software can be found on the Comprehensive Software Support List. Please note that supported Third Party Products may change at any time without notice to Customers. Situations giving rise to Customer's questions must be reproducible on a single system, which may be physical or virtual. Customer understands and accepts that resolutions of certain issues giving rise to Customer's service request may not be available from the publisher of the relevant software title and may require support from the publisher, including installation of additional software or other changes to Products, Customer accepts that in such situations where no resolution is available from the publisher of the relevant software title, Dell Technologies's obligation to provide support to the Customer will be fully satisfied.

Additional Terms and Conditions Applicable to End Users Purchasing Product(s) from an OEM

An "OEM" is a reseller who sells the Supported Products in a capacity as an original equipment manufacturer that is purchasing Dell Technologies Products and Services from the OEM Solutions (or its successor) business group for an OEM project. An OEM typically embeds or bundles such Dell Technologies Products in or with OEM Customer's proprietary hardware, software or other intellectual property, resulting in a specialized system or solution with industry or task-specific functionality (such system or solution an "OEM Solution") and resells such OEM Solution under OEM's own brand. With respect to OEMs, the term "Supported Products" includes Dell Technologies Supported Products that are provided without Dell Technologies branding (i.e. unbranded OEM-ready system), and "End-User" means you, or any entity purchasing an OEM Solution for its own end-use and not for reselling, distributing or sub-licensing to others. It is OEM's responsibility to provide first level troubleshooting to the End User. An appropriate best-effort initial diagnosis should be performed by OEM before the call goes to Dell Technologies. This OEM maintains responsibility for providing the initial troubleshooting even when its End User engages Dell Technologies to request service, and if an End User contacts Dell Technologies for service without contacting their OEM, Dell Technologies will ask the End User to contact their OEM to receive first level troubleshooting before contacting Dell Technologies.

Dell Technologies ProSupport for Enterprise on Non-Standard Parts in Custom Server Products

The repairs and exchanges of non-standard or unique parts ("Non-Standard Component Support Services") are a value-added exchange service complementing Customer's PowerEdge Product warranty that covers standard Dell Technologies components in a standard configuration, and that require replacement due to defects in workmanship or materials ("Warranty Repairs"). Dell Technologies branded firmware/software for "Non-Standard Components" is NOT available, and the Customer must use manufacturer provided utilities to monitor and/or update the component. The Customer will also work with the manufacturer directly to resolve any quality issues related to software/firmware, utilities, and hardware. Dell Technologies will provide Non-Standard Support Services to replace non-standard or unique parts that Customer forecasted and guaranteed to be available as set forth above, and once Customer has made corresponding arrangements to assist Dell Technologies in placing any orders for service stock in order to facilitate repair activity. Provided Customer has accurately forecasted stocking needs, Dell Technologies will exchange the part that exhibits a defect according to the Customer's applicable response time for Warranty Repairs and install the replacement part in the Customer's Product, but Customer acknowledges and agrees that Dell Technologies is not liable to Customer to ensure part availability. Same day (e.g. 4 hour) parts and field response may not be available for "non-standard" component replacement, and Dell Technologies will default to Next Business Day Service in these cases. Replacement parts may be new or refurbished as permitted by local law, and fulfillment of Non-Standard Component Support Services repairs and exchanges may require Dell Technologies to utilize a third party manufacturer/third party publisher's warranty and/or maintenance services, and Customer agrees to assist Dell Technologies and provide any materials requested by any third party manufacturer or third party publisher to facilitate utilization of the corresponding third party warranty and/or maintenance services.

Dell Technologies's engineering testing of the resulting configuration pursuant to a separate statement of work (SOW) after installation of the non-standard or unique parts, software requested by Customer is a point in time activity and the Non-Standard Component Support Services are available only on the specific configuration as defined by Customer and tested by Dell Technologies. Dell Technologies will communicate the exact hardware configuration tested including firmware levels. Once engineering testing is complete Dell Technologies will provide the results via reports with indication of Pass/Fail. Dell Technologies will use commercially reasonable efforts to support recognition and operation of the non-standard component on the Dell Technologies Product, however modification of Dell Technologies standard utilities (including BIOS, IDRAC, and SupportAssist) will not be supported. Customer will be responsible for working with the manufacturer directly to resolve any non-standard component issues which arise during engineering testing (including quality issues, software, firmware, or hardware specifications/limitations). Additional Dell Technologies engineering testing after Customer has received a report with an indication of PASS will require a new SOW and associated non-recurring engineering fees, including any engineering testing requested in connection with a repair or replacement of any component of the configuration during the warranty term of the Customer's Equipment.

Other Details about Your Service

The warranty periods and support options ("Support Information") on this website apply (i) only between Dell Technologies and those organizations that procure the applicable products and/or maintenance under a contract directly with Dell Technologies (the "Dell Technologies Customer"); and (ii) only to those products or support options ordered by the Dell Technologies Customer at the time that the Support Information is current. Dell Technologies may change the Support Information at any time. Other than changes caused by publishers and manufacturers of Third Party Products, the Dell Technologies Customer will be notified of any change in the Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between Dell Technologies and the Dell Technologies Customer, but any such change shall not apply to products or support options ordered by the Dell Technologies Customer prior to the date of such change.

Dell Technologies will have no obligation to provide Support Services with respect to Equipment that is outside the Dell Technologies Service Area. "Dell Technologies Service Area" means a location that is within (i) one hundred (100) drivable miles or one hundred sixty (160) drivable kilometers of an Dell Technologies service location for Storage and Data Protection Equipment and/or components; and (ii) the same country as the Dell Technologies service location, unless otherwise defined in your governing agreement with Dell Technologies, in which case the definition in the governing agreement prevails. For EMEA customers, unless stated otherwise in this Service Description or the Agreement, on-site service is available within a distance of up to 150 kilometers from nearest Dell Technologies Logistics location (PUDO or Pick-Up/Drop-off location). Please contact your sales representative for more information about availability of on-site service in EMEA.

This Service is not available at all locations. If your Product is not located in the geographic location that matches the location reflected in Dell Technologies's service records for your Product, of if configuration details have been changed and not reported back to Dell Technologies, then Dell Technologies must first re-qualify your Product for the support entitlement you purchased before applicable response times for the Product can be reinstated. Service options, including service levels, technical support hours, and on-site response times will vary by geography and configuration, and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details. Dell Technologies's obligation to supply the Services to relocated Products is subject to various factors, including without limitations, local Service availability, additional fees, and inspection and recertification of the relocated Products at Dell Technologies's then-current time and materials consulting rates. Unless otherwise agreed between Dell Technologies and Customer, in cases where service parts are shipped directly to Customer, the Customer must be able to accept shipment at the location of the Products to be serviced. Dell Technologies will not be held liable for support delays due to the Customer's failure or refusal to accept shipment of parts. Multi-component storage systems require active support option agreements on all hardware and software components of the system in order to receive all of the benefits of the support agreement for the entire solution. Unless otherwise agreed in writing with Customer, Dell Technologies reserves the right to change the scope of Support Services on sixty (60) days' prior written notice to Customer.

Products or services obtained from any Dell Technologies reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Support Information on this website. The reseller may make arrangements with Dell Technologies to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Customers and resellers who perform warranty and/or maintenance services or professional services must be properly trained and certified. Performance of any services by untrained/uncertified Customers, resellers or third parties may result in additional fees if support from Dell Technologies is required in response to such third parties' performance of services. Please contact the reseller or the local Dell Technologies sales representative for additional information on Dell Technologies's performance of warranty and maintenance services on Products obtained from a reseller.

CONTACT US

To learn more, contact your local representative or authorized reseller.

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- **Comply with security regulations** — Prevent your hard drive contents from being compromised in any way.
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