



Service description

Remote Implementation Design of an EMC AX4-5 Storage Array

Introduction to your service agreement

This remote service provides for documenting the design of a single Dell | EMC AX series storage array (the "Supported Product" or "Supported Products"), as set forth more specifically in this Service Description (the "Service" or "Services"). This Service includes planning, design and configuration recommendations for a single storage array, two single-switch fabrics (fibre or Ethernet) and up to eight servers/hosts. This Service includes the documentation of the design and configuration parameters relating to the storage array, switch fabrics and to the servers only. Any Service required to physically or remotely implement the produced design must be purchased separately. This Service is only available for those configurations that are listed in the current EMC® AX Support Matrix.

A Dell representative will contact the Customer to schedule this Service, allowing for at least a ten business day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This Service will be provided during normal Dell business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise in Appendix B. Any services beyond normal Dell business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Dell project manager.

This Service Description ("Service Description") is entered among you the customer ("you" or "Customer") and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided in connection with Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this Service (as defined herein) or, in the absence of such agreement, Dell's terms of sale applicable to commercial customers, which is available at www.Dell.com/terms (you can access this at www.Dell.com/terms in the United States) or your local Dell.com website and incorporated by reference in its entirety herein.

By placing your order for the Services, utilizing the Services or associated software, or by clicking/checking the "I Agree" button or box on the Dell.com website in connection with your purchase or within a Dell software interface you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity you represent that you have authority to bind such entity to this Service Description, which case "you" or "Customer" shall refer to such entity.

Service expires 1 year after purchase. EXCEPT TO THE EXTENT APPLICABLE LAW REQUIRES OTHERWISE, YOU MAY USE THIS SERVICE ONE TIME DURING THE 1 YEAR PERIOD FOLLOWING THE DATE OF ORIGINAL PURCHASE ("EXPIRATION DATE"). THE ORIGINAL PURCHASE DATE IS DEFINED

AS THE EARLIER OF THE DATE OF THE INVOICE FOR THE SERVICE OR ORDER CONFIRMATION FROM DELL. DELL'S DELIVERY OF THE SERVICE WILL BE DEEMED SATISFIED AFTER THE EXPIRATION DATE EVEN IF YOU DO NOT USE THE SERVICE.

The scope of your Service agreement

Service SKUs

See Appendix A

The key Service steps include

- **Design:**
 1. Review and obtain the site technical requirements with the Customer.
 2. Verify that the existing hosts meet the minimum hardware and software requirements.
 - a. The design can include two node Microsoft® cluster(s) on Dell PowerEdge™ servers (if applicable).
 3. Create a valid design based on the Customer's hardware and software configuration:
 - a. Define the storage allocation:
 - i. Redundant array of independent disks ("RAID") groups.
 - ii. Logical unit number ("LUN") sizing.
 - iii. Server assignments.
 - b. Define/confirm that the configuration meets the minimum hardware and software requirements for the environment based on the current EMC Support Matrix ("ESM").
 4. Discuss the recommended local area network ("LAN") configurations and security settings for all hosts with the Customer.
 5. Design and document the fibre or Ethernet switches, based on best practice guidelines:
 - a. All non-Dell fibre switches must be validated by Dell in writing.
 - b. Document all pertinent switch configurations.
 - c. Review configuration recommendations with the Customer for any existing (non-Dell) switches.
- **Planning:**
 1. Review the site environmental and technical readiness requirements.

Excluded Services

- Any on-site activities.
- Physical or remote installation or configuration of any hardware or system software.
- Boot from storage configurations.
- Performance tuning, system optimization, teaming/load balancing of network interface cards ("NICs") or other similar activities.
- Scripting of any kind.
- Configuration of any application other than that specified in this Service Description.
- Integration of non-Dell network-attached storage ("NAS") boxes or other non-standard hosts.
- Multiple array implementations.
- Design of optional storage software such as MirrorView™, SAN Copy™, SnapView™ or Navisphere® Analyzer.
- Any activities to existing Ethernet networks.
- Any Ethernet activities other than that specified in this Service Description.
- Any activities other than those specifically noted in this Service Description.



Service specific Customer responsibilities

- Ensure any existing hardware being attached to this storage solution includes at least the minimum supported revision levels for hardware, software and firmware per the requirements defined in the appropriate support matrices.
- Ensure that the existing network environment is properly setup to handle the bandwidth requirements of all iSCSI hosts prior to the commencement of this Service.



Terms and conditions about your Service

1 Supported products

This Service is available on select Dell Supported Products such as, OptiPlex™, Latitude™, Precision™, Vostro™, PowerEdge™, PowerEdge SC™, PowerVault™, PowerConnect™, Dell EqualLogic™, Dell | EMC Storage Systems™, Dell Compellent, and select Dell printers, which are purchased in a standard configuration. Supported Products are added regularly so please contact your Dell sales representative to for the most up-to-date list of which Services are available on your Dell products.

Each Supported Product is tagged with a serial number (the "Service Tag"). A separate service agreement must be purchased by the Customer for each Supported Product. For example, a printer purchased with a laptop system is not covered by the laptop system's service contract: the printer and the laptop will each need their own service contract. Please refer to the Service Tag on your Supported Product when contacting Dell for this Service.

2 Term of service

A This Agreement commences on the date you place your order and continues through the Term of Service. The "Term of Service" begins on the purchase date and extends for the term indicated on the Order Form. The number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services (defined below), the rate or price, and the applicable Term of Service for each is indicated on Customer's order form or other mutually-agreed upon form of invoice, order acknowledgment or purchase order (collectively, "Order Form"). Purchases of Services under this Agreement shall be solely for Customer's own internal use and not for resale or service bureau purposes.

3 Customer responsibilities

A **Authority to grant access.** Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.

B **Cooperate with phone analyst and on-site technician.** Customer agrees to cooperate with and follow the instructions given by Dell phone analyst and its on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.

C **On-site obligations.** Where Services require on-site performance, Customer must provide free, safe and sufficient access to Customer's facilities and the Supported Product(s). Sufficient access includes ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

D **Maintain software and serviced releases.** Customer must maintain software and Supported Product(s) at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or EqualLogic™, or as specified on www.support.dell.com for additional Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in



order to keep the Supported Product(s) eligible for this Service.

E Data backup. Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service by Dell. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of this Service or related support activities or any act or omission, including negligence, by Dell or a third-party service provider.

F Third party warranties. These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. It is Customer's responsibility to ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. DELL DOES NOT TAKE RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE DELL SERVICES MAY HAVE ON THOSE WARRANTIES.

4 Important additional information

A RESCHEDULING. ONCE THIS SERVICE HAS BEEN SCHEDULED, ANY CHANGES TO THE SCHEDULE MUST OCCUR AT LEAST 8 CALENDAR DAYS PRIOR TO THE SCHEDULE DATE. IF CUSTOMER RESCHEDULES THIS SERVICE WITHIN 7 DAYS OR LESS PRIOR TO THE SCHEDULE DATE, THERE WILL BE A RESCHEDULING FEE NOT TO EXCEED 25% OF THE CUSTOMER PRICE FOR THE SERVICES. CUSTOMER AGREES THAT ANY RESCHEDULING OF THE SERVICE WILL BE CONFIRMED AT LEAST 8 DAYS PRIOR TO COMMENCEMENT OF THE SERVICE.

B Payment for hardware purchased with installation & deployment services. Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery

of installation or deployment services purchased with such hardware.

C Commercially reasonable limits to scope of service. Dell may refuse to provide Services if, in its opinion, providing the Services creates an unreasonable risk to Dell or Dell's Service providers or is beyond the scope of Services. Dell is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the Supported Product was designed.

D Optional services. Optional services (including point-of-need support, installation, consulting, managed, and professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Agreement.

E Assignment. Dell may assign this Service and/or Service Description to qualified third party service providers.

F Cancellation. Dell may cancel this Service at any time during the Service term for any of the following reasons:

- Customer fails to pay the total price for this Service in accordance with the invoice terms;
- Customer refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless state law



requires other cancellation provisions that may not be varied by agreement. IF DELL CANCELS THIS SERVICE PURSUANT TO THIS PARAGRAPH, CUSTOMER SHALL NOT BE ENTITLED TO ANY REFUND OF FEES PAID OR DUE TO DELL.

G Geographic limitations & relocation. This Service will be delivered to the site(s) indicated on the Customer's invoice. This Service is not available at all locations. Service options, including service levels, technical support hours and onsite response times will vary by geography and certain options may not be available for purchase in Customer's location. Dell's obligation to supply the Services to relocated Supported Products is subject to local service availability and may be subject to additional fees, and to inspection and recertification of the relocated Supported Products at Dell's then current time and materials consulting rates. Customer will provide Dell with sufficient and safe access to Customer's facilities at no cost to Dell for Dell to fulfill Dell's obligations.

H Transfer of service. Subject to the limitations set forth in this Service

Description, Customer may transfer this Service to a third party who purchases Customer's entire Supported Product before the expiration of the then-current service term, provided Customer is the original purchaser of the Supported Product and this Service, or Customer purchased the Supported Product and this Service from its original owner (or a previous transferee) and complied with all the transfer procedures available at www.support.dell.com. A transfer fee may apply. Please note that if Customer or Customer's transferee moves the Supported Product to a geographic location in which this Service is not available (or is not available at the same price) as Customer paid for this Service, Customer may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer chooses not to pay such additional charges, Customer's Service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.

For more information about any of our service offerings, please contact your Dell representative or visit www.dell.com/services

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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Appendix A

Service SKUs

US SKU

| SKU | Description | Partner |
|----------|--|---------|
| 927-2829 | Remote Implementation Design of an EMC AX4-5 Storage Array | EDT |



Appendix B

Exceptions to Dell business hours

| Country | Dell business hours |
|--|---------------------|
| St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean | 7:00 AM to 4:00 PM |
| Barbados, Bahamas, Belize, Costa Rica, El Salvador, Grand Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos | 8:00 AM to 5:00 PM |
| Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand | 9:00 AM to 5:00 PM |
| Argentina, India, Paraguay, Uruguay | 9:00 AM to 6:00 PM |
| Bolivia, Chile | 9:00 AM to 7:00 PM |

