

Dell Technologies Client Deployment Supplement – Secure Services for Federal Customers

Introduction

Dell Technologies is pleased to provide the Client Deployment Supplement – Secure Services for Federal Customers (together with your corresponding Client Deployment service contract on your solution that includes your Dell Client Solutions Group product, each service contract as set forth on your Order Form(s), the “**Service(s)**”) in accordance with this document, which attaches to and supplements your corresponding Client Deployment service description (this document, together with your corresponding Client Deployment service description, are the “**Service Description**”). The Client Deployment services eligible for this Service Supplement are i) ProDeploy, ii) ProDeploy Plus, iii) Data Migration and iv) Packaging Removal. The service description applicable to your corresponding Client Deployment service is available at: www.dell.com/servicecontracts/us, and this document amends and supplements, is incorporated by reference into, and shall be read together with your corresponding Client Deployment service description, and with Customer’s applicable master agreement, as described in the Dell Services Terms & Conditions section of the Service Description for your Client Deployment service. For additional assistance, or to request a copy of your governing agreement applicable to the Services, contact your Dell EMC sales representative.

Scope of Supplemental Secure Deployment Services

To initiate these Services, Customer must request and specify in writing Customer’s desire for the Services to be delivered at the deployment site by a deployment technician with the following designation, status and/or certification:

- United States Citizen;
- Public Trust Security Clearance/Certification;
- Secret Clearance/Certification.

In each instance of the above, the technician provided will appear onsite at a customer’s facility in the United States. Any specific customer security requirements (including but not limited to site security requirements) must be communicated in writing to Dell and agreed separately in writing in accordance with the terms of Customer’s governing agreement before the technician’s arrival at the Customer site. Dell will not incur any liability for any failure or absence of such separate agreement in writing between Dell and Customer before the dispatch of a technician, and Customer may incur charges for the cost of the dispatch of the technician to the Customer’s facility if Customer fails to communicate its security requirements before such dispatch and as a result the Services cannot be performed when the technician is dispatched to the Customer’s facility.

Customer Responsibilities

In addition to other responsibilities set forth in the Service description, or otherwise communicated by Dell, the Customer shall:

- notify Dell Sales representative at the time Customer places an order for the Services described in this supplement that the Service is being requested and the applicable security designation, status and/or certification that Customer would like to receive;
- provide any applicable documentation, information and any other assistance reasonably necessary to assist Dell with fulfillment of the Services described in this supplement;
- maintain entitlement for these Services throughout the duration that they are sold to Customer and/or work with Customer’s Dell Sales representative to extend or restore entitlement to the Services at the time the Customer notifies its Dell Sales representative that the Services will be part of an order;
- limit use of the Services described in this supplement to circumstances when it is legally required that Customer use technicians with the applicable designation, status and/or certification that Customer requests at the time the order for the Services are placed.

Out of Scope of the Services

In addition to other applicable exclusions set forth in the applicable Service Description, Dell will have no obligation to provide the Services described in this supplement for the following:

- modified or damaged Dell products or any portion of the Dell products that are incorporated with or into other non-Dell products, unless otherwise set forth in the Service Description;
- problems caused by Customer's negligence, abuse, misapplication or use of Dell hardware or software other than as specified in applicable product documentation, or by products not sold or supported by Dell, or other causes beyond the control of Dell;
- any Dell service other than the eligible Client Deployment Services listed in this supplement;
- any request from Customer for a technician with a designation, status and/or certification other than those that are listed in this supplement.

Dell will not be responsible for the costs of any changes to the Customer's environment which may be necessary to use the Dell products due to a work-around or update, unless Customer and Dell have separately agreed to a scope of services that Dell will deliver to Customer to provide such work-around or update.