

Dell Service Description

Student Technology Services Tune-Up Service for the United States K-12 Education Market

Introduction

Dell is pleased to provide Student Technology Services, a suite of services specifically formulated for the educational segment in accordance with this Service Description (“Service Description”). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the “Order Form”) will include the name of the service(s) and available service options that you purchased.

Some services are formulated exclusively for educational segment customers. Customers will be verified to be in the educational segment prior to sale of this exclusive offer of Tune-Up Service.

For additional assistance or to request a copy of your service contract(s), contact your sales representative.

Student Technology Services: Prep for Next Year

Tune-Up Service provides bulk returns in downtime and throughout the school year. The assets are cleaned, repaired according to entitlement, Chrome operating systems will be updated to most current OS available; Windows-based devices are reimaged (if provided by customer) and stored up to thirty (30) days. Storage for longer than (30) days is available.

Tune-Up Service: Scheduling

A project manager (Dell Project Management Office (PMO)) will coordinate the bulk collection details. The output of the scheduling phase will be a detailed collection and deployment schedule which will define the deployment and collection groups. This information will be reviewed by Dell for accuracy and approval. Dell and Customer will mutually agree in writing to a deployment schedule and group of end users that make up each schedule group (“Schedule Group”). Dell will ensure that all necessary and covered repairs are completed to meet the deployment schedule.

Customer and the Dell PMO will assign specific collection and deployment dates to individual schools per the deployment schedule and Customer will notify the Customer site contact at the school to inform the contact of the assigned deployment date.

Dell will confirm the deployment schedule with the Customer site coordinator at each school at least one (1) week prior to the scheduled deployment date.

Customer will promptly notify Dell of any conflicts to lock the schedule at least three (3) weeks prior to the scheduled deployment date. Any modifications or cancellations occurring within 48 hours prior to the scheduled date may be subject to additional fees. Cancellations with less than five (5) business days’ notice may incur additional costs. All scheduling will require a minimum of ten (10) business days’ notice.

Tune-Up Service: Repair Services Parts lead-time requirement

Customers are to provide advanced notification of the assets that will be scheduled for Tune-Up Service. Any bulk returns of systems requiring repair without at least 90-days' notice may experience longer repairs times.

Customer is required to provide the following information included in the advanced notification:

- Number of systems
- Configuration of system, an example tag if systems are of the same configurations.
- Return Period
- Repair details if known

Tune-Up Service: Collection

The Customer Equipment to be provided Tune-Up Services will be picked up by Dell at its assigned Location and taken to an offsite location for service. The process steps include:

Writing to a deployment schedule and group of end users that make up each schedule group ("Schedule Group"). Dell will ensure that all necessary and covered repairs are completed to meet the deployment schedule.

Customer and the Dell PMO will assign specific collection and deployment dates to individual schools per the deployment schedule and Customer will notify the Customer site contact at the school to inform the contact of the assigned deployment date. All relevant details for locations pick up/drop off will be shared with PMO including but not limited to lift gate needs, special parking details etc.

Dell will confirm the deployment schedule with the Customer site coordinator at each school at least one (1) week prior to the scheduled deployment date.

Customer will promptly notify Dell of any conflicts to lock the schedule at least three (3) weeks prior to the scheduled deployment date. Any modifications or cancellations occurring within 48 hours prior to the scheduled date may be subject to additional fees. Cancellations with less than five (5) business days' notice may incur additional costs. All scheduling will require a minimum of ten (10) business days' notice.

Tune-Up Service: Collection Process

The process steps include:

- Each school will collect and box the Equipment in the Customer provided boxes prior to the agreed upon pick up date. Properly packed and ready for bulk shipment transportation.
- No power supplies will be picked up by Dell.
- Units in need of repair will be identified by each school prior to the agreed upon pick up date
- Dell will establish pick up schedules at least two weeks in advance.
- Dell will use mutually agreed asset transfer forms to create an asset transfer list to track how many and which units are picked up at each location.
- Customer personnel and Dell personnel will physically count each system prior to both signing each asset transfer form.

- Any Equipment turned into the school after the last pick up date will be delivered/shipped by Customer staff to appropriate centralized address for Tune-Up Service.

Tune-Up Service: Staging

The Equipment arriving at the Dell staging facility will be received by a Dell representative and entered into the asset management system. Physical counts will be performed to reconcile the assets received against the asset inventory list. If there are discrepancies between the asset inventory list and what is received at the Dell staging area, the issue will be immediately escalated to Dell and Customer and resolved before moving forward.

Dell's process steps include:

- Equipment will be unboxed
- Boxes will be stored for reuse during deployment
- Equipment will be scanned into inventory at the staging area
- Equipment will be visually inspected for missing and damaged parts
- Equipment will be sorted and stored by school into three (3) primary groups
 - Equipment in need of repair
 - Equipment that only needs to be imaged if Customer provides image
 - Those that are only in need of configuration will be powered on and cleaned prior to being shelved for imaging if Customer provides image
 - If any issues are discovered during the power on, the units will be re-classified as "in need of repair"
 - Equipment flagged by Customer as administrative holds for reasons such as intentional damage or systems not included in the Equipment list or where Additional Repair Services is required (Additional Repair Services are described below).

Tune-Up Service: Repair Services

The Tune-Up Services involve Dell repairing any Equipment that is covered under the terms of Dell's Limited Hardware Warranty, Basic, ProSupport or ProSupport Plus coverage and/or covered by Accidental Damage Repairs as described.

The Repair Services detailed in this section will apply to Equipment eligible for repair under Dell's Limited Hardware Warranty or Accidental Damage Repairs. Equipment will be delivered to Dell's staging area and taken to the repair area. Dell will perform the following:

- Equipment will be scanned into the repair area
- Diagnose the Equipment
- Repair the Equipment if eligible under Dell's Warranty or Support Services
- Repair the Equipment if eligible for Accidental Damage Repairs
- Quality test the unit to ensure it is fully functional
- Scan Equipment once repair completed

- Dell shall not be responsible for the items under Exclusions to Accidental Damage in the Out of Scope section.

Tune-Up Service: Clean and Deployment

The Tune-Up Service involves cleaning and updating Chrome operating system or reimaging if imagine is provided by Customer. Dell's process steps include:

- Ensure Equipment is properly tagged
- Update Chrome OS to current version
- Reimage system if Customer provides imagine for Windows system
- Quality test the unit to ensure it is fully functional
- Devices are physically cleaned by wiping down the unit with a 70% Isopropyl Alcohol solution and stickers are removed
- If unit has a Chrome operating system, enroll it in the assigned enterprise GAFE domain
- Fully charge battery
- Pack Equipment into assigned boxes
- Transport to schools per agreed schedule, rates provided assume single pickup and single delivery per location.
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Tune-Up Service: Additional Storage

If Customer desires additional storage time, greater than 30 days, an additional fee will apply based on volume and duration.

Additional Repairs:

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Additional Repair Services are repairs required for systems to be functional but which are not covered by Dell's Limited Hardware Warranty, Accidental Damage Repairs or any other support repair service covering the Equipment. This may be due to, but not limited to, the following:

- Damaged in a fire
- Intentional damage (tool marks)
- Equipment completely submerged in liquid
- Crushed Equipment
- Stolen or lost units or missing parts
- Normal wear (cosmetic damage that does not affect system performance). Examples of normal wear are:
 - Dents or scratches
 - Small cracks where no internal components are exposed, or no sharp edges are present and where tampering with an internal component is not possible as a result of the crack

- Consumables such as batteries
- Warranty coverage expiration
- Repair of Carts
- Any damages arising from acts of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes.
- Services scope excludes any device determined to be covered in or containing bodily fluids which will be bagged as Biohazard and returned to Customer.

Additional Repair Services are provided on a commercially reasonable basis at Out of Plan pricing billable to Customer. When Dell determines that a system requires Additional Repair Services repair, Dell will notify Customer of the reason for and scope of the repair and provide an estimate of the cost to repair the system. The estimate will include the estimated labor hours or labor flat rate and the cost of parts required to accomplish the repair. Customer will approve the estimated charges and acknowledges that the pricing provided is an estimate and actual pricing could vary. Dell will invoice Customer for costs, including but not limited to labor, parts, and shipping of parts upon completion of authorized Additional Repair Services. Additional Repair Services cannot proceed until Customer has authorized the repair through the Change Management Process. If Customer declines Additional Repair Services, the affected Equipment will be returned to Customer.

Customer Responsibilities:

Customer will be responsible for the activities listed below:

- It is solely Customer's responsibility to complete a backup of all existing data, software, and programs on affected product(s) before receiving Services (including telephone support). **DELL WILL HAVE NO LIABILITY FOR LOSS OF OR RECOVERY OF DATA, PROGRAMS, OR LOSS OF USE OF AFFECTED PRODUCT(S) OR NETWORKS.**
- Ensure Customer's Site coordinator is on-site and available at the deployment site.
- Prepare Customer Sites and end-user locations to receive Services (e.g., installing cables, network jacks, and power outlets and ensuring connectivity).
- Procure all hardware components and software licenses in advance of deployment activities to meet the Deployment Schedule.
- Ensure all systems and related equipment are easily accessible by Dell without the need to move furniture, and, if applicable, provide keys to any cable locks as needed to remove or secure systems during de-installation and/or installation prior to a service call for installation.
- Receive hardware at Customer's receiving dock.
- Provide carts for transporting hardware within deployment site.
- Provide safe and adequate parking facilities.
- Provide access to Customer Site(s), including any necessary keys or badges. Advise Dell prior to locking schedule of any unique site entry requirements.
- Provide a safe working environment, reasonable office accommodations, and adequate work space within reasonable proximity to where Services are to be performed.
- Provide Dell with access to and use of information, data, Customer facilities, equipment, and internal resources as reasonably necessary to deliver the Services.
- Provide Dell with the physical location of each Location where the Services are to be performed.

- Provide Dell with local administration rights necessary to perform the Services and ensure the domain login is enabled.
- Provide all logon IDs, passwords, domain specifications, and personal settings necessary to perform the Services for each end-user prior to scheduled deployment.
- Provide Dell with a complete list of all approved peripherals to be installed on the new Client System and supply all applicable drivers at the Customer Site.
- In the event Dell encounters problems loading Customer-provided software, Customer will contact the proper help resources for that application to complete the installation.
- Perform quality assurance after login is complete, including access to Active Directory profile to allow end users to access specific software applications and load personalities.
- Provide a common area for debris at each Customer Site (to be located within the building where the deployment occurs).
- Provide post-installation support and troubleshooting assistance as needed to address software application performance, software application and operating system conflicts, software application version issues or co-existence issues.
- At the conclusion of the Services, change all system and network access credentials to prevent further Dell access to systems and networks.
- Contacting Dell to coordinate pick up of the hardware from the schools to the secured facility provided by Dell.
- Ensuring all end-user data is removed by the user from the system prior to Dell taking control of the system.
- Maintain the proper environmental conditions for the systems while in a Customer facility. Dell will not be responsible for any damage to systems caused by improper environmental conditions in a Customer facility.
- During the term of service coverage, Customer is responsible for promptly notifying Dell in writing of a) any changes Customer makes to its information technology environment that may impact Provider's delivery of the Services; and b) if Customer becomes aware that any of the Assumptions set forth herein are incorrect.
- Prior to the start of project, Customer will indicate to Dell in writing a person to be the single point of contact, according to the project plan, to ensure that all tasks can be completed within the specified time period. All Services communications will be addressed to such point of contact (the "Customer Contact"). Failure to do so might result in an increase in project hours and/or length of schedule.
- Customer is to provide advanced notification of the assets that will be scheduled for Tune-Up Service. Any bulk returns of systems requiring repair without at least 90-days' notice may experience longer repairs times.
- Customer is required to provide the following information included in the advanced notification:
 - Number of systems
 - Configuration of system, an example tag for same configurations
 - Return Period
 - Repair details if known
- Customer Contact will have the authority to act for Customer in all aspects of the Service including bringing issues to the attention of the appropriate persons within Customer's organization and resolving conflicting requirements.
- Customer Contact will ensure that any communication between Customer and Dell, including any scope-related questions or requests, are made through the appropriate Dell Project Manager.

- Customer Contact will provide timely access to technical and business points of contact and required data/information for matters related to the scope of Service.
- Customer Contact will ensure attendance by key Customer contacts at Customer meetings and deliverable presentations.
- Customer Contact will obtain and provide project requirements, information, data, decisions and approvals within one working day of the request, unless both parties agree to a different response time.
- Customer may be responsible for developing or providing documentation, materials and assistance to Dell and agrees to do so in a timely manner. Dell shall not be responsible for any delays in completing its assigned tasks to the extent that they result from Customer's failure to provide such timely documentation, materials and assistance.
- Customer is responsible for making sure all facilities and power meet the requirements for the products and Services purchased.
- Customer is responsible for any and all software licensing requirements. Unless otherwise directed by Customer in writing, during the installation process, Technician will "accept" on Customer's behalf any and all electronic agreements provided with the installed hardware and/or software, including without limitation licenses, terms of sale, and other terms and conditions. Customer agrees that its purchase, license, and/or use of any hardware or software installed by Technician under the service shall be subject to and governed by such electronic agreements to the same degree as if Customer had itself accepted the electronic agreements.