Service Description

Dell EMC ProSupport Plus for Enterprise

Introduction

Dell EMC\(^1\) is pleased to provide Dell EMC ProSupport and Dell EMC ProSupport with Mission Critical Option (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 EMC (as applicable, the “Order Form”) will include the name of the service(s) and available service options that you purchased. For additional assistance, or to request a copy of your governing agreement applicable to the Services (the “Agreement”), contact your Dell EMC sales representative. For a copy of your agreement with your applicable Dell EMC reseller, contact that reseller.

The Scope of This Service

The features of your Service include:

- Access to on a 24x7 basis (including holidays)\(^2\) to the Dell EMC Customer Service and Support organization for troubleshooting assistance of Dell EMC Products and select Dell-branded OEM software issues.
- On-site dispatch of technician and/or replacement parts delivery to the Installation Site or other mutually agreed upon Customer’s business location approved by Dell EMC as detailed in the Agreement (as necessary and according to level of service purchased) to address a Product problem. Refer to Attachment A for more details on severity levels and onsite service options for products purchased pursuant to an Agreement with a Dell sales entity, and Attachment B for more details on severity levels and onsite service options for products purchased pursuant to an Agreement with an EMC sales entity. If you purchased pursuant to an agreement with an EMC sales entity, in the event of a conflict between this document and an Attachment, the terms in the Attachment govern. NOTE: the Service feature descriptions in Attachment B will apply to any purchases of Dell EMC Vx Rail SDDC products pursuant to an Agreement with a Dell sales entity instead of the corresponding terms in Attachment A. Any non-conflicting terms in Attachment A will also apply, including specifically the Dell Services Terms & Conditions describing Customer’s Agreement with a Dell sales entity, and the General Terms and Conditions for all Warranty-Related Supported Products Purchased under a Dell Master Sales Agreement.
- Access to a remote Technology Service Manager (TSM) as specified in Attachment A or Attachment B, as applicable

How to Contact Dell EMC if You Require Service

Online, Chat, and Email Support: Dell EMC website, chat, and email support available at www.Support.Dell.com and https://support.emc.com/ as applicable.

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 the applicable Attachment. Visit www.Dell.com/ProSupport/RegionalContacts and https://support.emc.com (as applicable) for a list of applicable telephone numbers for your location.

Collaborative Assistance

If Customer opens a service request and Dell EMC determines that the problem arises in connection with an eligible third-party vendor’s products commonly utilized in conjunction with Products covered by a current Dell EMC warranty or maintenance contract. Dell EMC will endeavor to provide Collaborative Assistance under which Dell EMC: (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 entitlement directly with the respective third-party vendor and Dell EMC or an authorized Dell EMC 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 EMC IS NOT RESPONSIBLE FOR THE PERFORMANCE OF OTHER VENDORS’ PRODUCTS OR SERVICES.** View current Collaborative Assistance partners [here](https://support.emc.com). Please note that supported third-party products may change at any time without notice to Customer.

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\(^1\) “Dell EMC”, 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 EMC” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.

\(^2\) Availability varies by country. Contact your sales representative for more information.
Attachment A – Additional Terms Applicable to Customers purchasing Dell Products under a Master Sales Agreement with a Dell Entity or Dell Sales Terms

Severity Levels

Severity levels will be assigned to Qualified Incidents according to the table(s) below.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Condition</th>
<th>Dell Response</th>
<th>Customer Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Critical: loss of ability to perform critical business functions, requiring immediate response.</td>
<td>Emergency dispatch in parallel with immediate telephone troubleshooting; quick Escalation Manager intervention.</td>
<td>Provide twenty-four (24) hours/day by seven (7) days/week appropriate staff/resources in support of issue resolution. Site-based senior management should be informed and engaged.</td>
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<tr>
<td>2</td>
<td>High: able to perform business functions, but performance/capabilities are degraded or severely limited</td>
<td>Immediate telephone troubleshooting; Escalation Manager intervention if remote diagnosis has not been determined within 90 minutes of contact. Parts/labor dispatch when necessary after telephone troubleshooting and diagnosis.</td>
<td>Provide appropriate staff and resources to sustain continuous communication and work efforts. Site-based senior management informed and engaged.</td>
</tr>
<tr>
<td>3</td>
<td>Medium/low: minimal or no business impact.</td>
<td>Troubleshooting by telephone, parts/labor dispatched telephone troubleshooting and diagnosis.</td>
<td>Provide point-of-contact information for case and respond to Dell requests within twenty-four (24) hours.</td>
</tr>
</tbody>
</table>

On-site Service Options

On-site response options vary depending on the type of service purchased. If you purchased an on-site support service response level, your invoice indicates the applicable on-site service response level, which corresponds to the tables below. Provided all applicable terms and conditions set forth in this Service Description have been fulfilled, Dell will dispatch a service technician to the Customer’s business location for a Qualified Incident as necessary and pursuant to the Severity level and applicable on-site response table at the top of the following page.

Dell ProSupport Plus On-site Response WITH Mission Critical Service

This Service when purchased in conjunction with "Mission Critical" service provides faster response times. Dell may initiate a critical situation ("Crit Sit") process for severity level one (1) issues and issue emergency dispatches when required.

<table>
<thead>
<tr>
<th>Type of On-site Response</th>
<th>On-site Response Time</th>
<th>Restrictions/Special Terms</th>
</tr>
</thead>
</table>
| 2-Hour On-site Response with 6- Hour Repair Service | Technician typically arrives on-site within 2 hours after completion of telephone-based troubleshooting and often repairs the hardware within 6 hours of dispatch. | • Available seven (7) days each week, twenty-four (24) hours each day - including holidays.  
• Available within defined two (2) hour response locations.  
• Available on select models of Supported Products.  
• 2 Hour parts locations stock mission critical components, as determined by Dell, of Supported Products. Non-mission critical parts may be shipped using overnight delivery.  
• Emergency dispatch in parallel with troubleshooting available for issues assigned a Mission Critical Severity Level 1 status. |

3 Not all response times are available in all countries and locations. Contact your sales representative for more information.
<table>
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<th>Type of On-site Response</th>
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</thead>
</table>
| 4-Hour On-site Response | Technician 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.  
• Available on select models of Supported Products.  
• 4 Hour parts locations stock mission critical components, as determined by Dell, of Supported Products. Non-mission critical parts may be shipped using overnight delivery.  
• Emergency dispatch in parallel with troubleshooting available for issues assigned a Mission Critical Severity Level 1 status. |
| 8-Hour On-site Response | Technician typically arrives on-site within 8 hours after completion of phone-based troubleshooting. | • Available seven (7) days each week, twenty-four (24) hours each day - including holidays.  
• Available within defined eight (8) hour response locations.  
• Available only on select models of Supported Products.  
• Non-mission critical parts may be shipped using overnight delivery.  
• Emergency dispatch in parallel with troubleshooting available for issues assigned a Mission Critical Severity Level 1 status. |

**Dell ProSupport Plus On-site Next Business Day Service Response**

<table>
<thead>
<tr>
<th>Type of On-site Response</th>
<th>On-site Response Time</th>
<th>Restrictions/Special Terms</th>
</tr>
</thead>
</table>
| 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. | • Available five (5) days each week, ten (10) hours each day - excluding holidays.  
• Calls received by Dell expert center after 5:00 PM local Customer time (Monday - Friday) and/or dispatches submitted by Dell after that time may require an additional business day for service technician to arrive at Customer’s location.  
• Available only on select models of Supported Products. |

**For All Other On-site Response Service Options:**

Following completion of remote troubleshooting, diagnosis, and problem determination, a Dell analyst will determine if the Qualified Incident requires an on-site service technician and/or parts to be dispatched or if the issue can be resolved remotely.
This Service Description is entered between you, the customer (“you” or “Customer”), and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer’s separate signed master services agreement with Dell that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer’s location, this Service is provided subject to and governed by either Dell’s Commercial Terms of Sale or the agreement referenced in the table below (as applicable, the “Agreement”). Please see the table on the following page which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms.

<table>
<thead>
<tr>
<th>Customer Location</th>
<th>Terms &amp; Conditions Applicable to Your Purchase of Dell Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>Customers Purchasing Dell Services Directly From Dell: <a href="http://www.dell.com/CTS">www.dell.com/CTS</a></td>
</tr>
<tr>
<td></td>
<td>Customers Purchasing Dell Services Through an Authorized Dell Reseller: <a href="http://www.dell.com/CTS">www.dell.com/CTS</a></td>
</tr>
<tr>
<td>Canada</td>
<td><a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English) or <a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English) or <a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)</td>
</tr>
<tr>
<td>Latin America &amp; Caribbean Countries</td>
<td>Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicedescriptions/global">www.dell.com/servicedescriptions/global</a> *</td>
</tr>
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<td>Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicedescriptions/global">www.dell.com/servicedescriptions/global</a> *</td>
</tr>
<tr>
<td>Asia-Pacific-Japan</td>
<td>Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence thereof any reference to “Customer” in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.</td>
</tr>
<tr>
<td>Europe, Middle East, &amp; Africa (EMEA)</td>
<td>Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicedescriptions/global">www.dell.com/servicedescriptions/global</a> *</td>
</tr>
<tr>
<td></td>
<td>In addition, customers located in France, Germany and the UK can select the applicable URL below: France: <a href="http://www.dell.fr/ConditionsGeneralesdeVente">www.dell.fr/ConditionsGeneralesdeVente</a> Germany: <a href="http://www.dell.de/Geschaeftsbedingungen">www.dell.de/Geschaeftsbedingungen</a> UK: <a href="http://www.dell.co.uk/terms">www.dell.co.uk/terms</a></td>
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<td>Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence thereof any reference to “Customer” in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.</td>
</tr>
</tbody>
</table>

* Customers may access their local www.dell.com website by simply accessing www.dell.com from a computer connected to the Internet within their locality or by choosing among the options at Dell’s “Choose a Region/Country” website available at http://www.dell.com/content/public/choosecountry.aspx?c=us&s=gen.

Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at www.dell.com/servicedescriptions/global.

To the extent that any terms of this Service Description conflict with any terms of the Agreement, the terms of this Service Description will prevail, but only to the extent of the specific conflict, and will not be read or deemed to replace any other terms in the Agreement which are not specifically contradicted by this Service Description.
By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the “I Agree” button or box or similar on the Dell.com website in connection with your purchase or within a Dell software or Internet 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, in which case “you” or “Customer” shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.

Additional Terms and Conditions for All Supported Products

Telephone Support Requests:

Step One: Call for Assistance
- For telephone support requests, contact your Regional Dell ProSupport support center to speak to a technical support analyst.
- Call from a location which includes physical access to the Supported Product.
- Provide the Service Tag (as defined below) and other information as requested by the analyst. The analyst will verify Customer's Supported Product, applicable Service and response levels and confirm any expiration of Services.

Step Two: Assist with Telephone-based Troubleshooting
- When requested, identify error messages received and when they occur; what activities preceded the error message; and what steps you have already taken to attempt to solve the problem.
- The analyst will work with you through a series of troubleshooting steps to help diagnose the issue.
- If an on-site dispatch of a service technician is necessary, the analyst will provide additional instructions.

Dell SupportAssist

Dell SupportAssist is a software application that when installed and configured, will monitor your system and collect information to assist in providing technical support. In the event an issue is detected, the information collected can be sent to Dell to provide you with an enhanced, personalized and efficient support experience.

Used with ProSupport, SupportAssist will provide the following features and capabilities:
- Monitoring of systems for issues impacting normal operation and performance.
- Automatic creation of Dell Technical Support requests in the event of issue detection.
- Automatic uploading of diagnostics and other data that allows efficient diagnosis of issues.

By installing SupportAssist, you allow Dell to save your contact information (e.g. name, phone number, and/or email address) which would be used to provide technical support for your Supported System(s). By enabling the Log Collection features Dell may use the information gathered for providing recommendations to improve your IT infrastructure. Note: Removal or de-activation of SupportAssist or opting out of log collections options will impair Dell’s ability to provide customers with the certain features of the Services as described in this Service Description, as well as other services that require access to the information collected by SupportAssist to function properly.

To learn more about Dell SupportAssist and see the latest list of supported Dell products please visit the Dell SupportAssist website at: http://Dell.Com/SupportAssist.

Designated Technology Service Manager (TSM)

The ProSupport Plus Designated TSM is a remote resource that provides a wide range of system, environmental and account management features and capabilities designed to reduce downtime and improve the overall support experience from Dell.

Included with the Designated TSM Service
- Onboarding assistance. Ensuring the customer is fully enabled to receive the ProSupport Plus service.
- Support planning covering entitled systems within the environment, anticipating the customers current and future service needs.
- Coordinate delivery of system maintenance events on entitled assets according to customer’s maintenance window.
- Provide monthly reporting and recommendations on entitled systems. See Monthly Reporting for more information on reports.
• Collaboration, on behalf of the customer, across all Dell services and commercial organizations when necessary to solve technical or business issues.
• Escalation management for when issues are not resolved through standard processes. Acting as the Services liaison to coordinate all resources necessary to address individual severity one issues or more systemic problems.
• Critical Situation management: Providing a single point of contact for issue resolution.
• Conducting assessments aimed at improving operational efficiency when deemed necessary by Dell and the customer.
• Service Reviews: Schedule, timeframe and topics to be covered will be determined between the customer and the TSM during onboarding.

Not Included with Designated TSM Service
• TSM engagement on products that are not entitled with either a ProSupport Plus, ProSupport Plus Powered by Copilot, IT Advisory Service, or Enterprise Wide Contract support contract.
• Technical support, troubleshooting, or diagnostic activities.
• Quoting or selling of products and services.
• Parts replacement in the event of product defect.
• Any other services not listed as included in the section above

Additional Important Information about Designated TSM Service
• Availability of the TSM service is during normal business hours. Business hours are defined by the location where the TSM resides and may vary by region and country.
• Afterhours support may be provided by other resources within the Dell Global Support and Deployment organization at Dell’s discretion.
• The location of the TSM will be assigned during on boarding based on customers preferred service area and staffing availability.
• Language support will be based on the local language of the TSM. Specific languages may be limited by staff availability.

ProSupport Plus System Maintenance
ProSupport Plus System Maintenance provides Dell customers with necessary remote maintenance events occurring during the term of the service contract on devices covered by ProSupport Plus and monitored under Dell SupportAssist. System maintenance helps maintain performance and reduce the likelihood of future incidents due to incompatible hardware, software, BIOS, and firmware versions. System Maintenance events are coordinated between the customers, the TSM and Dell support personnel and is based on information delivered as part of the monthly Critical Patch Report. Delivery of system maintenance is generally available 24x7x365, but may be subject to mutual customer and Dell resource availability.

Please consult with your sales representative or assigned Technology Service Manager (TSM) for a list of supported products.

Not Included in ProSupport Plus System Maintenance
Dell will not provide:
• Updates on interconnected devices not covered by a ProSupport Plus support contract.
• Updates on any software without corresponding entitlement to such updates under an appropriate, software support contract.
• Operating System and hypervisor patching.
• Application patching.
• Onsite delivery of maintenance.
• De-installation or Installation of additional hardware, or configuration tasks.
• Installation or configuration of software not specifically listed in this Service Description
• Application performance tuning.
• Virus, spyware, or malware identification or removal.
• Any other updates or other activities not specifically documented within this Service Description.
Additional Important Information about ProSupport Plus System Maintenance

- During the maintenance event, upgrades may cause a temporary loss of connectivity to other attached devices.
- After completion of the upgrade attached devices may need to be rebooted and connectivity verified.
- System(s) to be upgraded must be made available to Dell or Dell authorized agents during the agreed to maintenance window.
- Depending on the system(s) to be upgraded an additional system management station may need to be made available.
- Depending on the system(s) to be upgraded appropriate administrative rights to the device may need to be provided to Dell or Dell authorized agents.
- EqualLogic storage arrays that are connected in a group configuration must be updated to the same level of software revision.
- Access to software updates for Dell EqualLogic and Dell Force10 may require account registration on the appropriate website. Please visit [http://support.dell.com/equallogic](http://support.dell.com/equallogic) or [https://www.force10networks.com](https://www.force10networks.com) for more information.
- Customer is responsible for having and maintaining all license requirements pertaining to hardware and software updates.
- In the event that updating software on an entitled device could cause degradation or impact performance on another unentitled device, Dell in consultation with the customer may choose to not proceed with the maintenance activity until that situation is resolved.
- In order to fully enable ProSupport Plus system maintenance, Dell SupportAssist must be installed with Log Collection options enabled. Please visit [http://Dell.Com/SupportAssist](http://Dell.Com/SupportAssist) and see the Dell SupportAssist User Guide for more information on enabling log collections.

Monthly Reporting

ProSupport Plus reporting provides insight into the state of the Customer’s ProSupport Plus entitled environment. The reporting is utilized by the Dell Technology Service Manager (TSM) to provide trending, analysis, and identify opportunities for optimization of the Customer’s environment.

The reporting is delivered on a monthly basis through the term of the Customer’s contract, twelve (12) reports per contract year. In order to fully enable monthly reporting, Dell SupportAssist must be installed with Log Collection options enabled. Please visit [http://Dell.Com/SupportAssist](http://Dell.Com/SupportAssist) and see the Dell SupportAssist User Guide for more information on enabling log collections.

Comprehensive Software Support

Dell ProSupport includes Dell Comprehensive Software Support for select Dell OEM end-user applications, operating systems, hypervisors and firmware on Supported Products (the “Covered Software Products”) over the telephone, or by transmission of software and other information through electronic means, or by shipping software and/or other information to Customer. Covered Software Products include pre-installed end-user client applications such as Norton AntiVirus™ software, Microsoft® Office software suite, Intuit® QuickBooks® accounting software, Adobe® Photoshop® software and Adobe Acrobat® software. Client operating system and application “Getting Started” assistance associated with common Dell OEM end-user applications such as Norton AntiVirus™ software, Microsoft® Office software suite, Intuit® QuickBooks® accounting software, Adobe® Photoshop® software and Adobe Acrobat® software. Certain OEM server operating systems and hypervisors, such as Microsoft Hyper-V®, VMware ESX®, and Citrix XenServer® are also supported. Please contact a Dell technical support analyst for an up-to-date list of Covered Software Products.

View current Comprehensive Software Support partners [here](http://Dell.Com/SupportAssist). Please note that supported third-party products may change at any time without notice to Customers.

Limits on Dell Comprehensive Software Support. Dell does not warrant that any particular software-related question will be resolved or that the Covered Software Product will produce any particular result. Situations giving rise to Customer’s questions must be reproducible on a single system (i.e., one central processing unit with its workstation and other peripherals). Dell may conclude that a software issue is sufficiently complex or that Customer’s Supported Product is of a nature that precludes effective analysis of the question through telephone support. 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. Customer accepts that in such situations where no resolution is available from the publisher of the relevant software title, Dell’s obligation to provide support to the Customer will be fully satisfied.
Excluded Services

- Performance or administrative assistance.
- Activities such as installation, de-installation, relocation, preventative maintenance, training assistance, remote administration, or any activities or services not expressly described in this Service Description.
- Supply items, media replacement, operating supplies, cosmetic accessories or parts such as batteries, frames, and cover or support thereon.
- Direct third party product support or collaborative assistance of versions not currently supported by the manufacturer, vendor, or partner.
- Support to the hardware or and software pre-installed or post-installed by OEM, unless it is covered by a separate service contract purchased from Dell.
- Spyware/virus removal.
- Data backup services.
- Advanced wireless, networking or remote installation, set-up, optimization and configuration of applications beyond those described in this Service Description.
- Scripting, programming, database design/implementation, web development or recompiled kernels.
- Repair of damage or defects in supported Products which are purely cosmetic and do not affect device functionality.
- Repairs necessitated by software problems, or as a result of alteration, adjustment, or repair by anyone other than Dell, Dell's Authorized Reseller or Service Provider or by customers utilizing Customer Self Replaceable (CSR) parts.

General Customer Responsibilities for all Supported Products Purchased under a Dell Master Sales Agreement

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Products, the data located thereon and all hardware and software components included therein, 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.

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

Maintain Software and Serviced Releases. Customer will maintain software and Supported Products at Dell-specified minimum release levels or configurations. Customer must also ensure installation of remedial replacement parts, patches, updates or subsequent releases as directed by Dell in order to keep the Supported Products eligible for this Service.

Data Backup; Removing Confidential Data. Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. In addition, Customer is responsible for removing any confidential, proprietary, or personal information and any removable media such as SIM cards, CDs, or PC Cards regardless of whether an on-site technician is also providing assistance. DELL WILL HAVE NO LIABILITY FOR:

- ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
- LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;
- DAMAGED OR LOST REMOVABLE MEDIA;
- DATA OR VOICE CHARGES INCURRED AS A RESULT OF FAILING TO REMOVE ALL SIM CARDS OR OTHER REMOVABLE MEDIA INSIDE SUPPORTED PRODUCTS THAT ARE RETURNED TO DELL;
- THE LOSS OF USE OF A SYSTEM OR NETWORK;
- AND/OR FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL OR A THIRD-PARTY SERVICE PROVIDER.

Dell will not be responsible for the restoration or reinstallation of any programs or data. When returning a Supported Product or part thereof, Customer will only include the Supported Product or part which has been requested by the phone technician.

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. Customer will 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 Services may have on those warranties.
General Terms and Conditions for all Warranty-Related Supported Products Purchased under a Dell Master Sales Agreement

Supported Products. This Service is available on supported products which includes select Dell OptiPlex™, Latitude™, Venue™, Inspiron™, Precision™, Vostro™, XPS™, Gateway Edge, Embedded PCs PowerEdge™, PowerEdge SC™, PowerVault™, PowerConnect™, Dell EqualLogic™, Dell Storage SC™, Dell | EMC Storage Systems™, Dell Wyse™ and Dell printers, monitors and smartphones which are purchased in a standard configuration, as well as select Microsoft™ Surface Pro™ tablets ("Supported Products"). Supported Products are added regularly, so please contact your sales representative for the most up-to-date list of Services that are available on your Dell or non-Dell products. Each Supported Product is tag with a serial number (the "Service Tag"). A separate service agreement must be purchased by Customer for each Supported Product. Please refer to the Service Tag on your Supported Product when contacting Dell for this Service.

Limited Hardware Warranty; Hardware Coverage Limitations. Support-related services may include technical support options (telephone, Internet, etc.) and service part and related labor services to repair or replace defect(s) in workmanship pursuant to and occurring within the limited warranty period applicable to Customer's Supported Product(s) (a “Qualified Incident”). Dell's Limited Hardware Warranty for US. And Canadian customers is available for review at http://www.Dell.com/Warranty or posted outside of the United States at your regional Dell.com website. Customer acknowledges that the risk of hardware failures may increase as the age of Customer’s Supported Product increases. A Supported Product or a component of a Supported Product that carries a limited lifetime warranty will be serviced by Dell according to this Service Description for the duration of your Dell ProSupport service contract. After your Dell ProSupport service contract period expires, subsequent Qualified Incidents related to a Supported Product or component with a limited lifetime warranty will be serviced pursuant to the Dell Basic Hardware Service contract available at www.Dell.com/ServiceContracts/global. Hardware coverage limitations may apply and service offerings may be available to extend these hardware limitations for an additional fee. Please see www.Dell.com/Warranty or your regional Dell.com website for warranty information or contact a Dell technical support analyst for more details.

Dell International Services Program. This program provides service and support options when travelling with select Dell products outside of your home country and for a period of less than six (6) months. Additional terms and conditions apply; please contact Dell Technical Support for more details.

Whole Unit Replacement; Failure to Return; Service Part Ownership. If Dell determines that a component of the defective Supported Product is one that is easily disconnected and reconnected (such as a keyboard or monitor), or if the analyst determines that the Supported Product is one that should be replaced as a whole unit, Dell reserves the right to send Customer a whole replacement unit. If Dell delivers a replacement unit to Customer, Customer must relinquish the defective system or component thereof to Dell, unless Customer has purchased "Keep Your Hard Drive" for the affected system, in which case Customer may retain the respective hard drive(s). All Dell service parts removed from the Supported Product and/or whole units returned to Dell become the property of Dell. Customer must pay Dell at the then-current retail price for any service part or whole unit removed from the Supported Product which are retained by Customer (except for hard drives from Supported Products covered by "Keep Your Hard Drive" service) if Customer has received replacement parts from Dell. If Customer does not relinquish the defective system or component to Dell as required above, or if the defective unit is not returned within ten (10) days in accordance with written instructions provided with the replacement unit (in the event the replacement unit was not delivered in person by a Dell technician), Customer agrees to pay Dell for the replacement unit upon receipt of invoice. If Customer fails to pay such invoice within ten (10) days after receipt, in addition to any other legal rights and remedies available to Dell, Dell may terminate this Service Description upon notice. Dell uses and Customer expressly authorizes the use of new and reconditioned parts made by various manufacturers in performing warranty repairs.

Parts Stocked; Mission Critical Parts. Dell currently stocks parts in various locations throughout the world. Selected parts may not be stocked in the location closest to Customer's site. If a part that is needed to repair the Supported Product is not available from a Dell facility near Customer's location and must be transferred from another facility, it will be shipped as soon as is practical and commercially reasonable. 2-Hour and 4-Hour parts locations stock mission critical parts of Supported Products, as determined by Dell. A mission critical part is one which failure prevents the Supported Product from performing its basic functions. Parts deemed non-critical include, but are not limited to: software, media drives, modems, speakers, sound cards, zip drives, monitors, keyboards, and mice. These parts may be shipped using overnight delivery. In order to receive 2-Hour or 4-Hour parts, Customer must have purchased a corresponding service contract that supports mission critical parts delivery and the Supported Product must be located within the supported coverage area, as determined by Dell.

Term of Service. This Service Description commences on the date listed on your Order Form and continues through the term ("Term") indicated on the Order Form. As applicable, the number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term for each Service is indicated on Customer's Order Form. Unless otherwise agreed in writing between Dell and Customer, purchases
of Services under this Service Description must be solely for Customer’s own internal use and not for resale or service bureau purposes.

Geographic Limitations and Relocation. This Service will be delivered to the site(s) indicated on the Customer’s invoice. This Service is not available at all locations. If your Supported Product is not located in the geographic location that matches the location reflected in Dell’s service records for your Supported Product, of if configuration details have been changed and not reported back to Dell, then Dell must first re-qualify your Supported Product for the support entitlement you purchased before applicable response times for the Supported 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’s obligation to supply the Services to relocated Supported Products is subject to various factors, including without limitations, local Service availability, additional fees, and inspection and recertification of the relocated Supported Products at Dell’s then-current time and materials consulting rates. For EMEA customers, unless stated otherwise in this Service Description or the Agreement, on-site service is available up to a distance of 150 kilometers from nearest Dell 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.

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 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), Customer or Customer’s transferee may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer or Customer’s transferee chooses not to pay such additional charge, the 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.

Additional Terms and Conditions for Certain Supported Products

Dell Storage Software Updates

EqualLogic: Dell ProSupport for select Dell EqualLogic Supported Products, including the Dell EqualLogic PS Series, includes both maintenance software updates and the introduction of new features to firmware and core software such as SAN HQ, Auto Snapshot Manager and the Host Integration Toolkit (for the service period indicated on the invoice).

Dell SC/SCv Storage Products: Dell ProSupport for select Dell SC/SCv Storage Products includes both maintenance software updates and the introduction of new features, as applicable, to the storage firmware (Storage Center) and core software such as Enterprise Manager Foundation, Enterprise Manager Reporter, Dynamic Capacity, Data Instant Replay, and Dynamic Controllers (for the service period indicated on the invoice) Dell Technical Support team will also provide maintenance software updates for optional System Center value-add software products provided that the corresponding software support service is purchased for each of the Dell SC Storage Products value-add software products. The Systems Center value-add software products include Remote Instant Replay, Data Progression, Fast Track, Live Volume, Live Volume + RIRA, Virtual Ports, Replay Manager Management Suite, and Enterprise Manager Chargeback.

Patches and Bug Fixes. Dell, as applicable, will periodically release patches and bug fixes to the applicable Storage Software for purposes of maintaining operating system compatibility and/or database compatibility; and any error corrections, workarounds and/or patches needed to maintain conformance to the Supported Product’s documentation.

New Versions. New versions or releases of the applicable Storage Software are generally made available by Dell at no additional charge to licensees for Storage Software that is installed on a Supported Product covered by a Dell limited warranty or an annual service or maintenance contract. New Versions generally consist of releases that contain patches and bug fixes, changes that reflect an expansion or extension of existing features, and changes that include substantial new features, functions, or capabilities.

May Require Additional Purchase. Dell or EMC, as applicable, Storage Software Updates may require the purchase of a separate Dell or EMC On-site Installation or as directed by Dell in order to keep the Supported Product(s) eligible for this Service.

Renewal. Customer may be entitled to renew for additional periods and/or purchase additional Dell Software Updates depending on the available options then in effect and in accordance with Dell’s then-current rates, terms and conditions by submitting a purchase order to Dell. Dell may change its rates, terms, and conditions for providing support at any time.
Dell ProSupport on Networking Products

Dell ProSupport, which is available on Dell PowerConnect and Dell Force10 products, may also include remote support in the following areas:

- Power on device and management of Internet Protocol (IP) address to enable the user for self-configuration
- Configuration Problem Assistance which includes explanation of networking features, answering questions about functionality, troubleshooting configuration issues, and answer syntax questions
- Best Practice Recommendations as defined by Industry and Dell published best practice documentation
- Installation and activation of licenses
- Troubleshoot and diagnose performance degradation based on prior established documented performance, including dropped packets.
- Performance troubleshooting assistance on single switch issues or where the devices is not performing to a Dell published specification
- Best effort interoperability with non-Dell specific devices
- Dell will periodically release patches and bug fixes to the applicable Software for purposes of maintaining operating system compatibility; and any error corrections, workarounds and/or patches needed to maintain conformance to the Supported Product’s documentation.
- New versions or releases of the applicable Software are generally made available by Dell at no additional charge to licensees for Software that is installed on a Supported Product covered by a Dell annual support or maintenance contract. New Versions generally consist of releases that contain patches and bug fixes, changes that reflect an expansion or extension of existing features, and changes that include substantial new features, functions or capabilities.

Additional Terms and Conditions Applicable to End Users Purchasing their Supported Product 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 Products and Services from the Dell OEM Solutions (or its successor) business group for an OEM project. An OEM typically embeds or bundles such Dell 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 Supported Products that are provided without Dell 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. This OEM maintains responsibility for providing the initial troubleshooting even when its End-User engages Dell to request service, and if an End User contacts Dell for service without contacting their OEM, Dell will ask the End User to contact their OEM to receive first level troubleshooting before contacting Dell.

Dell EMC ProSupport on Non-Standard Parts in Custom Supported 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 system warranty that covers standard Dell components in a standard configuration, and that require replacement due to defects in workmanship or materials (“Warranty Repairs”). Dell 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 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 in placing any orders for service stock in order to facilitate repair activity. Provided Customer has accurately forecasted and Dell is not liable to Customer to ensure part availability, Dell 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 system. Same day (e.g. 4 hour) parts and field response may not be available for “non-standard” component replacement, and Dell 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 to utilize a third party manufacturer/third party publisher’s warranty and/or maintenance services, and Customer agrees to assist Dell 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’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. Dell will communicate the exact HW configuration tested including firmware levels. Once engineering testing is complete Dell will provide the results via reports with indication of Pass/Fail. Dell will use commercially reasonable efforts to support recognition and operation of the non-standard component on the Dell System, however modification of Dell standard utilities (including BIOS, iDRAC, DSET, 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 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 system.
Attachment B
Dell EMC ProSupport Plus for EMC Products

The following chart lists the service features of ProSupport Plus provided under Dell EMC’s warranty and/or maintenance terms. ProSupport Plus is available as to:

1. EMC® Equipment which is identified on the Dell EMC Product Warranty and Maintenance Table as
   • including ProSupport Plus during the applicable warranty period; or
   • eligible for upgrade to ProSupport Plus during the applicable warranty period; or
   • eligible for ProSupport Plus during a subsequent maintenance period.

2. EMC Software which is identified on the Dell EMC Product Warranty and Maintenance Table as eligible for ProSupport Plus during a maintenance period.

<table>
<thead>
<tr>
<th>SERVICE FEATURE</th>
<th>DESCRIPTION</th>
<th>PROSUPPORT PLUS—COVERAGE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLOBAL TECHNICAL</td>
<td>Customer contacts Dell EMC by telephone or web interface on a 24x7 basis to report an</td>
<td>Included. Initial response objective, based upon Severity Level,</td>
</tr>
<tr>
<td>SUPPORT</td>
<td>Equipment or Software problem and provides input for initial assessment of Severity Level.</td>
<td>within the following time period after receipt of Customer contact:</td>
</tr>
<tr>
<td></td>
<td>Dell EMC provides (i) a response by remote means using a senior level Dell EMC technical</td>
<td>Severity Level 1: 30 minutes; on a 24x7 basis</td>
</tr>
<tr>
<td></td>
<td>support resource for troubleshooting assistance based on the Severity Level of the problem;</td>
<td>Severity Level 2: 2 hours; on a 24x7 basis</td>
</tr>
<tr>
<td></td>
<td>or (ii) when deemed necessary by Dell EMC, Onsite Response as described below.</td>
<td>Severity Level 3: 3 local business hours</td>
</tr>
<tr>
<td>ONSITE RESPONSE</td>
<td>Dell EMC sends authorized personnel to Installation Site to work on the problem after Dell</td>
<td>Included for Equipment only.</td>
</tr>
<tr>
<td></td>
<td>EMC has isolated the problem and deemed Onsite Response necessary.</td>
<td>Initial Onsite Response objective is based on Severity Level,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>within the following time period after Dell EMC deems Onsite</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Support is necessary.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Severity Level 1: 4 hours on a 24x7 basis</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Severity Level 2: Within 12 hours on a 24x7 basis</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Severity Level 3: Next business day, local business hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Onsite Response does not apply to Software, but may be</td>
</tr>
<tr>
<td></td>
<td></td>
<td>separately purchased.</td>
</tr>
</tbody>
</table>

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4 As used in this Attachment, “EMC Products”, “Products”, “Equipment” and “Software” means the EMC Equipment and Software identified on the Dell EMC Product Warranty and Maintenance Table.
<table>
<thead>
<tr>
<th>REPLACEMENT PARTS DELIVERY</th>
<th>Dell EMC provides replacement parts when deemed necessary by Dell EMC.</th>
<th>Included. Replacement part delivery objective is based upon Severity Level, within the following time period after Dell EMC deems a replacement part is necessary:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Severity Level 1: 4 hours on a 24x7 basis</td>
<td>Severity Level 2: Within 12 hours on a 24x7 basis</td>
</tr>
<tr>
<td></td>
<td>Severity Level 3: Next business day, local business hours</td>
<td>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts and the related Onsite Response.</td>
</tr>
<tr>
<td></td>
<td>Installation of all replacement parts performed by Dell EMC as part of Onsite Response, but Customer has option to perform installation of Customer Replaceable Units (CRUs). See Dell EMC Product Warranty and Maintenance Table for listing of parts designated as CRUs for specific Equipment.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If Dell EMC installs the replacement part, Dell EMC will arrange for its return to a Dell EMC facility. If Customer installs the CRU, Customer is responsible for returning the replaced CRU to a facility designated by Dell EMC.</td>
<td></td>
</tr>
<tr>
<td>RIGHTS TO NEW RELEASES OF SOFTWARE</td>
<td>Dell EMC provides the rights to new Software Releases as made generally available by Dell EMC.</td>
<td>Included.</td>
</tr>
<tr>
<td>INSTALLATION OF NEW SOFTWARE RELEASES</td>
<td>Dell EMC performs the installation of new Software Releases.</td>
<td>Included for Software which Dell EMC determines is Equipment operating environment Software and only when the associated Equipment into which the operating environment Software is being installed is covered by a Dell EMC warranty or then current Dell EMC maintenance contract.</td>
</tr>
<tr>
<td></td>
<td>Customer performs the installation of new Software Releases of Software (that is, Software not classified as Equipment operating environment Software), unless otherwise deemed necessary by Dell EMC.</td>
<td></td>
</tr>
<tr>
<td>24X7 REMOTE MONITORING AND REPAIR</td>
<td>Certain Products will automatically and independently contact Dell EMC to provide input to assist Dell EMC in problem determination. Dell EMC remotely accesses Products if necessary for additional diagnostics and to provide remote support.</td>
<td>Included for Products that have remote monitoring tools and technology available from Dell EMC.</td>
</tr>
<tr>
<td></td>
<td>Once Dell EMC is notified of a problem, the same response objectives for Global Technical Support and Onsite Response will apply as previously described.</td>
<td></td>
</tr>
<tr>
<td>24X7 ACCESS TO ONLINE SUPPORT TOOLS</td>
<td>Customers who have properly registered have access on a 24x7 basis to Dell EMC’s web-based knowledge and self-help customer support tools via the Dell EMC Online Support site.</td>
<td>Included.</td>
</tr>
</tbody>
</table>

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5 Customers requesting installation of new Software Releases for the Dell EMC VxRack SDDC system, including but not limited to VxRack SDDC software versions posted on the Dell EMC Simple Support Matrix, may be required to purchase a separate services engagement from Dell EMC. Simple Support Matrix means a list of certified versions of software, firmware, and hardware for a specific release available at https://support.emc.com/products/42676_VxRack-SDDC.
**TECHNOLOGY SERVICE MANAGER ("TSM")**

The TSM provides the following Services to Customer by remote means (unless otherwise deemed necessary by Dell EMC to provide onsite TSM support):

- **Onboarding**: Onboarding assistance consisting of (i) verifying the accuracy of relevant Customer support information such as account name, business unit identification, address, authorized contacts and other basic onboarding and set-up details; and (ii) explaining how to contact Dell EMC to open service requests.

- **Service Report**: A report delivered via MyService360® (or other Dell EMC designated website) detailing:
  - Summary of open and closed service requests by month;
  - Verification of Equipment operating environment Software against target code recommendations; and
  - Contract status, including start/end dates and other basic contract details.

- **Service Review**: The TSM provides a service review of the details in the Service Report and such other topics mutually agreed upon by Dell EMC and the Customer (if any) during Onboarding.

- **System Maintenance**: The TSM assists Customer in coordinating the implementation of the Dell EMC recommendations provided during the Service Review, including the following:
  - Documenting the Customer’s current Equipment operating environment Software version for the covered Product and identifying Dell EMC’s current target code version(s);
  - Identifying applicable Product notifications, including technical advisories (ETAs), field change orders (FCOs), security advisories (ESAs) and end of service life;
  - Providing scheduling assistance for FCOs; and
  - Verifying ESRs remote connectivity status.

- **Escalation Support**: Escalation support and coordination of technical, business and critical issues within Dell EMC.

Included on Products covered by a ProSupport Plus warranty or then current maintenance contract during Dell EMC’s normal local business hours which may vary by region and country, excluding Dell EMC and local holidays. See additional Coverage Details below.

**Service Report**: Included on a monthly basis for Products that have Dell EMC’s currently supported and approved remote monitoring tools and technology activated and enabled.

**Service Review**: Included on a periodic basis, no more frequently than monthly, for Products that have Dell EMC’s currently supported and approved remote monitoring tools and technology activated and enabled. The Service Review is delivered by the remote TSM at a schedule to be mutually agreed upon with the Customer.

**System Maintenance**: Included at Customer’s request no more than twice per calendar year for Products that have Dell EMC’s currently supported and approved remote monitoring tools and technology activated and enabled.

Dell EMC is responsible for performing only the TSM activities and tasks expressly specified in this document. All other tasks, activities and services are out of scope.
CUSTOMER RESPONSIBILITIES FOR TSM SERVICE FEATURE

Dell EMC’s provision of the TSM service feature detailed above is contingent upon the Customer fulfilling the following responsibilities:

- Making an appropriate system maintenance window(s) available for the TSM as deemed necessary by Dell EMC.
- Ensuring that all environment, technical and operational requirements are met.
- Providing the TSM with timely access to (a) at least one technical contact with system administration responsibilities and appropriate system/information access privileges, and (b) applicable subject matter experts, systems and networks (including, without limitation, remote systems/ network access) as deemed necessary by Dell EMC.
- Assuring all responsibility for network connectivity, performance, and configuration issues.
- Verifying that the Equipment location(s) is/are prepared prior to the commencement of ProSupport Plus.

RENEWAL OF MAINTENANCE CONTRACT

The following chart lists the additional service features included as part of a purchase of a renewal of a Dell EMC ProSupport Plus maintenance contract on or after May 31, 2018 for the eligible Products identified on the Dell EMC Product Warranty and Maintenance Table, subject to the Customer activating and maintaining the currently supported version(s) of Dell EMC Secure Remote Support (“ESRS”) software during the applicable renewal term. ESRS enablement is a prerequisite for these additional renewal service features.

<table>
<thead>
<tr>
<th>SERVICE FEATURE</th>
<th>DESCRIPTION</th>
<th>PROSUPPORT PLUS—COVERAGE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENVIRONMENTAL ASSESSMENT</td>
<td>• Verification of solid state drive (“SSD*) wear levels**</td>
<td>Included.</td>
</tr>
<tr>
<td></td>
<td>• Validation of remote connectivity activation</td>
<td>Customer is eligible to request one (1) Environmental Assessment analysis per each twelve (12) month period during the applicable renewal term of a current ProSupport Plus maintenance contract.</td>
</tr>
<tr>
<td></td>
<td>• Check for failed components in eligible Equipment.</td>
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<tr>
<td></td>
<td>• Verification of Equipment operating environment Software against target code recommendations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Validation of disk drive and component firmware levels</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Identification of field change orders, technical advisories, and security alerts that may impact the affected Equipment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Summary of open service requests</td>
<td></td>
</tr>
<tr>
<td>PROACTIVE SOLID STATE DRIVE REPLACEMENT</td>
<td>If the Endurance Level (as defined below) for any solid state drive reaches five percent (5%) or less (as determined by Dell EMC) during a then current renewal term of a ProSupport Plus maintenance contract, 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.</td>
<td>Included. Response objective is based on the applicable Replacement Parts Delivery and Onsite Response service features detailed above.</td>
</tr>
</tbody>
</table>

*Severity Levels:
- 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: minimal or no business impact.

6 For Dell EMC VxRack SDDC Products System Maintenance is included at no more than once per calendar year.
** Available for solid state drives in eligible Equipment that persistently store Customer data, including metadata, as determined by Dell EMC.

The warranty periods and support options ("Support Information") on this website apply (i) only between the applicable EMC sales entity specified on your EMC Order Form ("EMC") and those organizations that procure the applicable products and/or maintenance under a contract directly with such EMC sales entity (the "Customer"); and (ii) only to those products or support options ordered by the Customer at the time that the Support Information is current. Dell EMC may change the Support Information at any time. The 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 EMC and the Customer, but any such change shall not apply to products or support options ordered by the Customer prior to the date of such change.

Dell EMC will have no obligation to provide Support Services with respect to Equipment that is outside the Service Area. “Service Area” means a location that is within (i) one hundred (100) drivable miles of an EMC service location; and (ii) the same country as the EMC service location, unless otherwise defined in your governing agreement with the applicable EMC sales entity, in which case the definition in the governing agreement prevails.

Products or services obtained from any Dell EMC 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 EMC to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Please contact the reseller or the local Dell EMC sales representative for additional information on Dell EMC’s performance of warranty and maintenance services on Products obtained from a reseller.