

# Consumer support services for PCs



## Feature comparison

	Basic Hardware Service	Premium Support	Premium Support Plus
Technical support through phone and online <sup>1</sup>	Varies	24x7	24x7
Hardware repair model <sup>2</sup>	Varies	Onsite	Onsite
Dedicated phone queue with direct access to Dell support experts		●	●
Single resource for software and hardware expertise		●	●
Collaborative help to resolve everyday software issues <sup>3</sup>		●	●
International support – help that travels with you <sup>4</sup>		●	●
<b>SupportAssist technology enabled features:</b> <sup>5</sup>			
• Proactively finds issues and contacts Dell while notifying you		●	●
• Predicts problems before they start			●
• Automated removal of viruses and malware			●
• Optimizes PC performance automatically			●
Personalized help with software to set data backup, parental controls, and more			●
Repairs for accidental damages like drops, spills and electrical surges			●

<sup>1</sup>In some countries, support after local business hours may be provided in a language other than the local language.

<sup>2</sup>Onsite service is available after remote diagnosis. Service varies by system and by region. For details about Onsite Service see [dell.com/servicecontracts](http://dell.com/servicecontracts).

<sup>3</sup>Including email programs, productivity and creativity apps, network functionality, installing peripherals.

<sup>4</sup>Premium Support Plus not sold on systems with Ubuntu or Steam OS. Geographic and service levels vary. See Service Description [dell.com/servicecontracts](http://dell.com/servicecontracts)

<sup>5</sup>SupportAssist not available on Linux, Windows 10S, Windows RT, Android, Ubuntu or Chrome based products. SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sink, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives and batteries.