



Service Description

Point of Need Services for Managed Services for Small Business

Service Overview

This agreement (“Agreement” or “Service Description”) is made between the customer (“you” or “Customer”) and the Dell entity identified on Customer’s invoice (“Dell”). By purchasing these Services (as defined herein) from Dell, Customer agrees to be bound by all terms and conditions set forth in this document. Dell is pleased to provide this Service Description in connection with Dell’s Customer Master Services Agreement, which is available for review at www.dell.com/servicecontracts and incorporated in its entirety herein by reference. Additionally, Customer use of software, online services, or software-enabled services in connection with the Services is pursuant to the terms of the Dell Services Acceptable Use Policy, which is available for review at www.dell.com/termsandconditions and incorporated in its entirety herein by reference.

Point of Need Services (“PON” or “Services”) provide Customers with troubleshooting and user support under the Managed Services for Small Business program (“MSSB”). This Service is available for Customer IT environments containing Dell and non-Dell hardware, and provides support for servers, networking equipment, and client systems (“Supported Products”). Services are available on a per-incident basis or as pre-purchased support bundles. For details and a complete list of available Services and Supported Products please call (800) 641-0895 or review the online version of this agreement at www.dell.com/servicecontracts. Please note that Supported Products may change at any time without notice to Customers.

Frequently Asked Questions & Service Steps:

How Do I Contact the Service Desk to Request Point of Need Support?

- The Service Desk is available to Customers and their authorized representatives 24x7 by telephone at (800) 641-0895, including holidays.
- A Dell technician will ask for Customer’s hardware and software brands and model or version numbers.
- To receive Services, Customer must confirm that Customer (a) has full access to the hardware and/or software that is the basis of the problem, and (b) has completed a back-up of any software or data that may be impacted by providing Services related to the Supported Product or the IT environment in which the Supported Product resides.

How Do I Request and Schedule Point of Need On-Site Support?

- Customer may contact the Service Desk to request On-Site Support.
- Services not delivered through DellConnect remote support software will require a signed copy of this Service Description returned to Dell prior to commencing service.
- Additional costs associated with labor or parts may apply to On-Site Support for non-Dell hardware subject to OEM support practices and level of customer warranty or service contract entitlement on each supported device.
- On-Site Support is available during normal business hours (Monday through Friday, from 8:00 a.m. to 5:00 p.m. CST, excluding holidays). Onsite Services during Non-Standard Business Hours may be available at additional fees.
- If Customer requests on-site support before 5:00 p.m. (CST), a technician will arrive on-site the next business day. If Customer requests an on-site visit after 5:00 p.m. (CST), Dell will arrange with the Customer for a technician to arrive at the Customer site at a mutually agreed upon day and time within two business days. The Customer will be billed additionally for on-site visits outside of normal business hours.
- When Dell dispatches a service technician to Customer’s business location, work may be temporarily suspended if additional parts or resources are required, but work will resume when additional parts or resources become available.





Terms & Conditions

Term of Services. This Service shall begin on the date of Customer's initial invoice and shall remain in effect until it is terminated by either party. The terms of this Service Description apply to all Point of Need Services or other per-incident MSSB services purchased during that period. By renewing, extending or continuing to utilize the Services Customer agrees that any such Services are subject to the terms of the then-current Service Description available at www.dell.com/servicecontracts.

Confidentiality. Customer acknowledges and agrees that (1) Dell may access any information (including personal information) contained in Customer's IT environment in connection with the performance of the Services, and Customer also may provide information (including personal information) to Dell by telephone or otherwise; (2) Customer is authorized by law or otherwise to disclose the information to Dell, and (3) Dell will access Customer's IT environment from the United States, Mexico and elsewhere. Dell will handle personal information that Customer may disclose, or that Dell may access, in connection with the performance of the Services in accordance with Dell's privacy policy, available at www.dell.com/privacy.

Loss of Data & System Downtime. DELL IS NOT RESPONSIBLE FOR LOSS OF OR RECOVERY OF DATA, PROGRAMS, OR LOSS OF USE OF SYSTEM(S) OR NETWORK arising out of the Services or related support or any act or omission, including negligence, by Dell or a third-party service provider.

Authorization to Maintain & Access Customer Devices. By purchasing the Services, Customer acknowledges that Dell will access, connect to and manage Supported Devices via remote technologies (except where prohibited by law).

On-Site Support & Parts Availability. Customer must provide free, safe and sufficient access to Customer's facilities, including parking, ample working space, electricity, high-speed internet access, and a local telephone line. On-Site Support may not be available in all geographies and may be limited to commercial locations within supported geographies. Service at a residential address may be limited or not available at all. Additional labor or parts costs may apply to supported non-Dell devices subject to OEM support practices and level of customer warranty/service contract entitlement.

Service parts may not be available for non-Dell devices or may be available at additional costs.

Missed Service Visit. If Customer or Customer's authorized representative is not at the location or available when the on-site service technician arrives to perform Service a subsequent visit by the on-site service technician will be scheduled at additional cost to Customer.

Relocation. These Services will be delivered to the site(s) indicated on Customer's invoice with Dell. Dell's obligation to supply these Services is subject to local availability.

Third-Party Warranties. This Service may require Dell to access devices or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer services these devices or software. It is Customer's responsibility to ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. DELL IS NOT RESPONSIBLE FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE DELL SERVICES MAY HAVE ON THOSE WARRANTIES.

Assignment & Transferability. Dell may assign these Services and/or Service Description in whole or in part to qualified third party service providers. This Service is not transferable by Customer.

Cancellation. Customer may terminate this Service within thirty (30) days of Customer's receipt of the invoice for Service on the Product(s) by providing Dell with written notice of cancellation or contacting the Small Business Help Desk. If Customer cancels this Service within thirty (30) days of receipt of the invoice for Service on the Product(s), Dell will send Customer a full refund less the costs of support claims, if any, made by customer prior to cancellation. If more than thirty (30) days have transpired since Customer's receipt of the invoice for Service on the Product(s), Customer may not cancel this Service except as provided by an applicable state/country/province law which may not be varied by agreement.

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

- Customer fails to pay the total price for this Service in accordance with the invoice terms or fails to abide by the terms of this Service Description; or



- Customer fails to cooperate, threatens in any manner or otherwise creates a hazardous working environment for the assisting analyst or on-site technician.

If Dell cancels this Service due to the above, Dell will provide Customer notice of cancellation at the notice address provided by Customer below or by email at the primary email contact address provided by Customer and Customer shall not be entitled to a refund of fees paid or due to Dell.

Commercially Reasonable Limits to Scope of Service. Dell may determine that a support issue is beyond the scope of this Service, in which case Dell may refer Customer to an alternative resource or at Customer's discretion to a third-party for resolution. In such case, additional costs may apply.

Warranty. DELL WARRANTS THAT SERVICES WILL BE PERFORMED IN A GOOD AND WORKMANLIKE MANNER. EXCEPT AS EXPRESSLY STATED IN THE PRECEDING SENTENCE, DELL MAKES NO EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO THE SERVICES, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY RELATING TO THIRD PARTY PRODUCTS OR THIRD PARTY SERVICES; ANY WARRANTY WITH RESPECT TO THE PERFORMANCE OF ANY HARDWARE OR SOFTWARE USED IN CONDUCTING SERVICES; ANY WARRANTY CONCERNING THE RESULTS TO BE OBTAINED FROM THE SERVICES OR THE RESULTS OF ANY RECOMMENDATION DELL MAY MAKE; AND, ANY IMPLIED WARRANTIES

CONCERNING THE PERFORMANCE, MERCHANTABILITY, SUITABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE OF ANY OF THE DELIVERABLES OR OF ANY SYSTEM THAT MAY RESULT FROM THE IMPLEMENTATION OF ANY RECOMMENDATION DELL MAY PROVIDE.

Limitation of Liability. NEITHER CUSTOMER, DELL NOR DELL'S SUBCONTRACTORS WILL BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE SERVICES PROVIDED BY DELL EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. DELL SHALL NOT HAVE LIABILITY FOR (I) LOSS OF INCOME, PROFIT, OR SAVINGS, WHETHER DIRECT OR INDIRECT, (II) LOST OR CORRUPTED DATA OR SOFTWARE, OR (III) PRODUCTS NOT BEING AVAILABLE FOR USE. EXCEPT FOR CLAIMS THAT THE SERVICES (EXCLUDING THIRD PARTY PRODUCTS) CAUSED BODILY INJURY (INCLUDING DEATH) DUE TO DELL'S NEGLIGENCE OR WILFUL MISCONDUCT, DELL'S TOTAL LIABILITY ARISING OUT OF, OR IN CONNECTION WITH, ANY SERVICES PURCHASED PURSUANT TO THIS AGREEMENT SHALL NOT EXCEED THE AMOUNTS PAID BY CUSTOMER FOR THE SPECIFIC SERVICE(S) GIVING RISE TO SUCH CLAIM DURING THE PRIOR TWELVE MONTH PERIOD.

By Your signature below, You ("Customer") indicate acceptance of the terms and conditions set forth in this Agreement, including the terms and conditions of the Customer Master Services Agreement incorporated herein by reference and available at www.dell.com/servicecontracts.

Customer:
Name:
Position:
Signature:
Date:

Dell Inc. Notice Address:

Customer Notice Address: (if different from above)

**Dell Marketing L.P.
One Dell Way
Round Rock, TX 78682**



Attn: Mgr Contracts





Point of Need Services for Managed Services for Small Business

Appendix A: Available Services

PREPACKAGED SERVICE	
Available Services	Description of Support
MSSB - 10 Hours Pre-Paid PON Credits (Expires 12 Months from Purchase)	Point of Need service prepaid hourly credits, available in 5, 10, 25, and 50 hours. Expires 12 months from date of purchase.
MSSB - 25 Hours Pre-Paid PON Credits (Expires 12 Months from Purchase)	
MSSB - 50 Hours Pre-Paid PON Credits (Expires 12 Months from Purchase)	
REMOTE SERVICE	
Available Services	Description of Support
Data Storage and Backup (Delivered via DellConnect)	
MSSB - Remote Data Migration or Backup - up to 1GB of Data	Back up of up to 1, 5, or 10 GB of data to another drive in the Customer's environment. If requested, migrate data to a different PC in the Customer's environment (available in single or multiple quantities).
MSSB - Remote Data Migration or Backup - up to 5GB of Data	
MSSB - Remote Data Migration or Backup - up to 10GB of Data	
MSSB - Remote Data Backup - Includes Setup, Configuration, and Initial Backup Completion	Configure Windows backup program for Windows2000, XP, or Vista. Configure Customer-owned backup software. Create initial backup and schedule for future updates.
Installation	
MSSB - Remote Install and Configure standard client OS on a new or existing PC	Install and configure standard client operating system on a new or existing PC. Customer must provide new software for installation or purchase from Dell.
MSSB - Remote PC OS Install from Original Licensed OS CD	Re-install original operating system included with PC from Customer's install CD or from manufacturer's web site. Labor only, limited to 3 hour maximum duration. Additional time requires additional fees.
MSSB - Remote PC OS Install from Original OEM Restore CD	Re-install original operating system from original OEM restore CD and reconnect/setup for operation within a network - router or server. Customer must have OEM original restore CD. Labor only, limited to 1 hour maximum duration. Additional time requires additional fees.
MSSB - Remote PC Re-Image	Re-install original operating system from a CD on a standard PC. Image must be onsite or available for download.
MSSB - Remote Advanced Server Installation	Remotely install and configure Windows Server on a network or domain. Set policies to complement existing network if applicable. Customer must physically install server before Dell technicians can perform remote configuration. Labor only, does not include parts.
MSSB - Remote Server Operating System Installation	Install and configure Standard Server Operating System on a new Server. Customer must provide new Software for



	installation or purchase from Dell.
Software Support (Delivered via DellConnect)	
MSSB - Remote Active Directory Changes	Perform a simple change to the active directory, including DNS changes, MX record edits, etc.
MSSB - Remote E-Mail Maintenance	Add or remove email address, password resets, etc.
MSSB - Remote E-mail/Outlook Account Setup and Configuration	Configure Outlook email account on a network-connected PC
MSSB - 1HrRemoteSWResolution	Time-based software support for popular applications
Troubleshooting and Repair (Delivered via DellConnect)	
MSSB - Remote Network Troubleshoot/Diagnosis (1 hour maximum) Note: If Customer system cannot connect to the Internet, DellConnect service delivery is not an option.	Diagnose/troubleshoot a network problem including the router connectivity - setup and configuration to correct problems on a Network Server or Communication Device. Re-Load software as required. Labor only, Customer to provide all required materials. Limited to 1 hour. Additional time requires additional fees.
MSSB - Remote Server Reboot	Remote reboot service via web interface. Requires Dell's remote monitoring service and setup in advance.
MSSB - Remote Server Diagnosis	Troubleshoot a server issue. Correct problems on a server.
MSSB - Remote PC or Printer Diagnosis	Troubleshoot a PC or printer issue. Correct problems on a printer.
MSSB - Remote Basic PC Tune-Up	Install and run Customer-owned Spyware and or Adware software. Remove offending files from one PC.
MSSB - 1 Hour Remote PC Engineer Time	Engineer time sold on an hourly basis
MSSB - 30 Minute Remote PC Engineer Time	
MSSB - 1 Hour Remote Software Resolution	Time-based software support for popular applications
Virus & Spyware Issues, Including OS (Delivered via DellConnect)	
MSSB - Remote Basic PC Tune-Up + Virus Remediation	Install and run Customer-owned antivirus software. Remove offending files from one PC.
MSSB - Advanced PC Tune-Up	Analyze system and scan for virus, spyware, and adware. Remove unwanted applications, download and install patches and updates to key applications. Re-allocate memory as needed.
ONSITE SERVICES	
Available Services	Description of Support
Assessment and Design	
MSSB - Site Needs Assessment - Review of Existing Hardware Infrastructure and Recommendation of Network Solution	Review technology objectives and inventory existing hardware, draft a Network Solution Proposal which details required hardware and software and includes a deployment price. If plan is agreed to, Dell will return to deploy the customized solution.
MSSB - Site Survey and Asset Inventory	Perform a site survey to determine current configuration of network and installed equipment, PCs, laptops, servers,



	printers, routers, etc. Includes assessment of ability to install additional equipment, wireless networking and or software as specified. Hourly service (2 hour minimum) Labor only.
MSSB - Onsite Network Security Assessment (Includes - Firewall, VPN, Wireless Network, Mobility & Physical Environment)	Perform a network security check and provide recommendations to more fully secure the network. Areas of examination include firewall, VPN, wireless, server & OS configuration, mobile security, and physical security of the network.
MSSB - Network Site Survey	Perform a site survey to determine current network configurations and evaluate ability to install specific networking products and software. Hourly service (2 hour minimum) Labor only.
Data Migration	
MSSB - Onsite Server Migration (Applications, Settings and Data) - Standard Business Hours MSSB - Onsite Server Migration (Applications, Settings and Data) - Non-Standard Business Hours	Migrate server applications, applications, and settings to new server. Labor only, does not include parts.
Data Storage and Backup	
MSSB - Onsite Data Migration or Backup - up to 1GB of Data - Standard Business Hours MSSB - Onsite Data Migration or Backup - up to 1GB of Data - Non-Standard Business Hours MSSB - Onsite Data Migration or Backup - up to 5GB of Data - Standard Business Hours MSSB - Onsite Data Migration or Backup - up to 5GB of Data - Non-Standard Business Hours MSSB - Onsite Data Migration or Backup - up to 10GB of Data - Standard Business Hours MSSB - Onsite Data Migration or Backup - up to 10GB of Data - Non-Standard Business Hours	Back up of up to 1, 5, or 10 GB of data to another drive in the Customer's environment. If requested, migrate data to a different PC in the Customer's environment (available in single or multiple quantities).
MSSB - Onsite Data Backup - Includes Setup, Configuration, and Initial Backup - Standard Business Hours MSSB - Onsite Data Backup - Includes Setup, Configuration, and Initial Backup - Non-Standard Business Hours	Configure Windows backup program for Windows2000, XP, or Vista. Configure Customer-owned backup software. Create initial backup and schedule for future updates. Labor only. Software, media (if required), and hardware (if required) must be provided by Customer and available at setup time.
Installation	
MSSB - On-Site (Standard Business Hours) Install &Configure standard client OS on a new or existing PC MSSB - On-Site (Non-Standard Business Hours) Install &Configure standard client OS on a new or existing PC	Install and configure standard client operating system on a new or existing PC. Customer must provide new software for installation or purchase from Dell.
MSSB - Disconnect and Remove PC from Customer Site (Standard Business Hours) MSSB - Disconnect and Remove PC from Customer Site (Non-Standard Business Hours)	Disconnect and remove desktop system from Customer site. Box systems in packaging provided by Dell or in packaging provided by Customer (packaging can be provided at extra cost) Label each PC as directed for shipment. Dell will reformat the hard disk as a means of limiting access to data on the system. Labor and local transportation only for 1 to 10 desktop computers. Packing material and shipping are additional costs.
MSSB - Install Network Printer - Quantity 1 - Non-Standard Business Hours	Unpack printer, install network printer & associated drivers, if required. Labor only, parts extra.



MSSB - Install Network Printer - Quantity 2-5 - Non-Standard Business Hours	
MSSB - Install Network Printer - Quantity 2 -5 Standard Business Hours	
MSSB - Install Network Printer - Quantity 6+ - Standard Business Hours	
MSSB - Install Network Printer - Quantity 6+ - Non-Standard Business Hours	
MSSB - Install Non-Network Printer - Quantity 1 - Standard Business Hours	
MSSB - Install Non-Network Printer - Quantity 1 - Non-Standard Business Hours	
MSSB - Install Non-Network Printer - Quantity 2-5 - Standard Business Hours	
MSSB - Install Non-Network Printer - Quantity 2-5 - Non-Standard Business Hours	
MSSB - Install Non-Network Printer - Quantity 6+ - Standard Business Hours	
MSSB - Install Non-Network Printer - Quantity 6+ - Non-Standard Business Hours	
MSSB - Basic Server Installation - Standard Business Hours	Unpack and install server, keyboard, mouse and up to one peripheral device
MSSB - Basic Server Installation - Non-Standard Business Hours	
MSSB - Onsite PC Re-Image - Standard Business Hours	Re-install original operating system included with PC from Customer's install CD or from manufacturer's web site
MSSB - Onsite PC Re-Image - Non-Standard Business Hours	
MSSB - Onsite PC OS Install from Original Licensed OS CD - Standard Business Hours	Re-install original operating system included with PC from Customer's install CD or from manufacturer's web site. Connect PC to network. Labor only, limited to 3 hour maximum duration. Additional time requires additional fees.
MSSB - Onsite PC OS Install from Original Licensed OS CD - Non-Standard Business Hours	
MSSB - Onsite PC OS Install from Original OEM Restore CD - Standard Business Hours	Re-install original operating system from original OEM restore CD and reconnect/setup for operation within a network - router or server. Customer must have OEM original restore CD. Labor only, limited to 1 hour maximum duration. Additional time requires additional fees.
MSSB - Onsite PC OS Install from Original OEM Restore CD - Non-Standard Business Hours	
MSSB - PC Installation with No Data Transfer - Quantity 1 - Standard Business Hours	Install PC, including keyboard, monitor, and mouse on Customer's desktop (available in single or multiple quantities)
MSSB - PC Installation with No Data Transfer - Quantity 1 - Non-Standard Business Hours	
MSSB - PC Installation with No Data Transfer - Quantity 2-5 - Standard Business Hours	
MSSB - PC Installation with No Data Transfer - Quantity 2-5 - Non-Standard Business Hours	
MSSB - PC Installation with No Data Transfer - Quantity 6+ - Standard Business Hours	
MSSB - PC Installation with No Data Transfer - Quantity 6+ - Non-Standard Business Hours	
MSSB - PC Installation with 1GB Data Transfer - Quantity 1 - Standard Business Hours	Install PC, including keyboard, monitor, and mouse on Customer's desktop. Includes transfer of up to 1 GB of data (available in single or multiple quantities)
MSSB - PC Installation with 1GB Data Transfer - Quantity 1 - Non-Standard Business Hours	
MSSB - PC Installation with 1GB Data Transfer - Quantity 2-5 -	



<p>Standard Business Hours</p> <p>MSSB - PC Installation with 1GB Data Transfer - Quantity 2-5 - Non-Standard Business Hours</p> <p>MSSB - PC Installation with 1GB Data Transfer - Quantity 6+ - Standard Business Hours</p> <p>MSSB - PC Installation with 1GB Data Transfer - Quantity 6+ - Non-Standard Business Hours</p>	
<p>MSSB - PC Installation with 5GB Data Transfer - Quantity 1 - Standard Business Hours</p> <p>MSSB - PC Installation with 5GB Data Transfer - Quantity 1 - Non-Standard Business Hours</p> <p>MSSB - PC Installation with 5GB Data Transfer - Quantity 2-5 - Standard Business Hours</p> <p>MSSB - PC Installation with 5GB Data Transfer - Quantity 2-5 - Non-Standard Business Hours</p> <p>MSSB - PC Installation with 5GB Data Transfer - Quantity 6+ - Standard Business Hours</p> <p>MSSB - PC Installation with 5GB Data Transfer - Quantity 6+ - Non-Standard Business Hours</p>	<p>Install PC, including keyboard, monitor, and mouse on Customer's desktop. Includes transfer of up to 5 GB of data (available in single or multiple quantities)</p>
<p>MSSB - PC Manual Application Load - Standard Business Hours</p> <p>MSSB - PC Manual Application Load - Non-Standard Business Hours</p>	<p>Install software for Customer on a single PC from CD or from software company web site</p>
<p>MSSB - PC Package Application Load - Standard Business Hours</p> <p>MSSB - PC Package Application Load - Non-Standard Business Hours</p>	<p>Install software for Customer on a single PC from CD or from software company web site</p>
<p>MSSB - Onsite Advanced Server Installation - Standard Business Hours</p> <p>MSSB - Onsite Advanced Server Installation - Non-Standard Business Hours</p>	<p>Unpack, install, and configure Windows Server on a network or domain. Connect to Customer network and set policies to complement existing network if applicable. Add to current domain. Set up similar policies to existing network. Labor only, does not include parts.</p>
<p>MSSB - Onsite Server Operating System Installation - Standard Business Hours</p> <p>MSSB - Onsite Server Operating System Installation - Non-Standard Business Hours</p>	<p>Install and configure Standard Server Operating System on a new server. Customer must provide new software for installation or purchase from Dell.</p>
<p>MSSB - Connect PC to Existing Network (1.5 hours maximum) - Standard Business Hours</p> <p>MSSB - Connect PC to Existing Network (1.5 hours maximum) - Non-Standard Business Hours</p>	<p>Connect or reconnect PC to network. Set up name and add to domain and test. Labor only, not to exceed 1.5 hours. Additional time requires additional fees.</p>
<p>MSSB - Setup and Configure Wireless Network - Standard Business Hours</p> <p>MSSB - Setup and Configure Wireless Network - Non-Standard Business Hours</p>	<p>Set up and configure up to five devices, including PCs, routers, and printers in a wireless network to an established broadband connection.</p>
<p>MSSB - Setup and Configure Broadband Connection to Single PC or Router - Standard Business Hours</p> <p>MSSB - Setup and Configure Broadband Connection to Single PC or Router - Non-Standard Business Hours</p>	<p>Set up a broadband connection on a single PC or Router. Reload software if needed. Must have ISP phone number and account number available at time of service.</p>
<p>MSSB - Install and Configure up to 5 Devices on a Wired Network - Standard Business Hours</p> <p>MSSB - Install and Configure up to 5 Devices on a Wired Network - Non-Standard Business Hours</p>	<p>Configure up to five devices, including PCs, routers, and printers in a wired (rather than wireless) network to an established broadband connection.</p>
<p>MSSB - Standard PC Upgrade (HW or Peripheral Add) -</p>	<p>Add new memory, upgrade hard drive, or other part replacement</p>



Standard Business Hours MSSB - Standard PC Upgrade (HW or Peripheral Add) - Non-Standard Business Hours	
Software Support	
MSSB - Onsite Active Directory Changes - Standard Business Hours MSSB - Onsite Active Directory Changes - Non-Standard Business Hours	Perform a simple change to the active directory, including DNS changes, MX record edits, etc.
MSSB - Onsite E-mail/Outlook Account Setup and Configuration - Standard Business Hours MSSB - Onsite E-mail/Outlook Account Setup and Configuration - Non-Standard Business Hours	Configure Outlook email account on a network-connected PC
MSSB - 1 Hour Onsite Software Resolution - Standard Business Hours MSSB - 1 Hour Onsite Software Resolution - Non-Standard Business Hours	Time-based software support for popular applications
Troubleshooting and Repair	
MSSB - Onsite Broadband Network Diagnosis (1 hour maximum) - Standard Business Hours MSSB - Onsite Broadband Network Diagnosis (1 hour maximum) - Non-Standard Business Hours	Troubleshoot a broadband connection on a single PC or Router. Reload software if needed. Must have ISP phone number and account number available at time of service. Labor only, Customer to provide all required materials. Includes 1 hour. Additional time requires additional fees.
MSSB - Onsite Network Troubleshoot/Diagnosis (1 hour maximum) - Standard Business Hours MSSB - Onsite Network Troubleshoot/Diagnosis (1 hour maximum) - Non-Standard Business Hours	Troubleshoot a network issue. Correct problems on a network server. Reload software as required. Must have ISP Phone number and Account number available at time of service. Labor only, Customer to provide all required materials. Includes 1 hour. Additional time requires additional fees.
MSSB- Onsite Server Reboot - Standard Business Hours MSSB- Onsite Server Reboot - Non-Standard Business Hours	Visit Customer's site to reboot server. Requires Dell's remote monitoring service and setup in advance. Unlimited reboots.
MSSB - 1 Hour Onsite Consulting - Standard Business Hours MSSB - 1 Hour Onsite Consulting Time - Non-Standard Business Hours	Consulting time sold by the hour to assist with IT planning and build-out. 1 hour minimum.
MSSB - Onsite Server Diagnosis - Standard Business Hours MSSB - Onsite Server Diagnosis - Non-Standard Business Hours	Troubleshoot a server issue. Correct problems on a server.
MSSB - Onsite PC or Printer Diagnosis - Standard Business Hours MSSB - Onsite PC or Printer Diagnosis - Non-Standard Business Hours	Troubleshoot a PC or printer issue. Correct problems on a printer.
MSSB - Onsite Basic PC Tune-Up - Standard Business Hours MSSB - Onsite Basic PC Tune-Up - Non-Standard Business Hours	Install and run Customer-owned Spyware and or Adware software. Remove offending files from one PC.
MSSB - PC Repair - Dell System under Warranty - Standard Business Hours MSSB - PC Repair - Dell System under Warranty - Non-Standard Business Hours MSSB - PC Repair - Non-Dell System under Warranty - Standard Business Hours MSSB - PC Repair - Non-Dell System under Warranty - Non-Standard Business Hours	Warranty repair for most computing hardware brands.



MSSB - Server Repair - Dell System under Warranty - Standard Business Hours MSSB - Server Repair - Dell System under Warranty - Non-Standard Business Hours MSSB - Server Repair - Non-Dell System under Warranty - Standard Business Hours MSSB - Server Repair - Non-Dell System under Warranty - Non-Standard Business Hours	Warranty repair for most computing hardware brands.
MSSB - PC Repair - No Warranty - Standard Business Hours MSSB - PC Repair - No Warranty - Non-Standard Business Hours	Hardware repair (out of warranty) for most hardware brands
MSSB - Server Repair - No Warranty - Standard Business Hours MSSB - Server Repair - No Warranty - Non-Standard Business Hours	Hardware repair (out of warranty) for most hardware brands
MSSB - 1 Hour Onsite PC Engineer Time - Standard Business Hours MSSB - 1 Hour Onsite PC Engineer Time - Non-Standard Business Hours MSSB - 30 Minutes PC Onsite Engineer Time - Standard Business Hours MSSB - 30 Minutes PC Onsite Engineer Time - Non-Standard Business Hours	Engineer time sold on an hourly basis for both remote and onsite work.
MSSB - 1 Hour Onsite Server Engineer Time - Standard Business Hours MSSB - 1 Hour Onsite Server Engineer Time - Non-Standard Business Hours MSSB - 30 Minutes Onsite Server Engineer Time - Standard Business Hours MSSB - 30 Minutes Onsite Server Engineer Time - Non-Standard Business Hours	Engineer time sold on an hourly basis for both remote and onsite work.
MSSB - 1 Hour Onsite Software Resolution - Standard Business Hours MSSB - 1 Hour Onsite Software Resolution - Non-Standard Business Hours	Engineer time sold on an hourly basis for both remote and onsite work.
Virus & Spyware Issues, Including OS	
MSSB - Onsite Basic PC Tune-Up + Virus Remediation - Standard Business Hours MSSB - Onsite Basic PC Tune-Up + Virus Remediation - Non-Standard Business Hours	Install and run Customer-owned antivirus software. Remove offending files from one PC.
MSSB - Onsite Advanced PC Tune-Up - Standard Business Hours MSSB - Onsite Advanced PC Tune-Up - Non-Standard Business Hours	Analyze system and scan for virus, spyware, and adware. Remove unwanted applications, download and install patches and updates to key applications. Re-allocate memory as needed.