



Service Description

Dell Maintenance - Remote Enterprise Assistance Entitlement

Entitlement SKUs

Legend	SKU #	Description	Provider
EAC1PK	986-4939	Enterprise Assistance, 1 Pack, 1 Year	EEC
EAC3PK	980-0888	Enterprise Assistance, 3 Pack, 3 Years	EEC
EAC5PK	980-0897	Enterprise Assistance, 5 Pack, 3 Years	EEC
EAC20PK	980-0898	Enterprise Assistance, 20 Pack, 3 Years	EEC

Entitlement Overview

This Dell Remote Enterprise Assistance Entitlement Agreement (this "Agreement") provides for remote technical enterprise assistance from the Dell Enterprise Expert Center ("EEC") to Customers with common storage environment maintenance tasks set forth in the Entitlement Schedule below (the "Service", "Services" or "EA"). Each EA event covered under this Agreement is to be performed remotely, via telephone and secure internet access (except where prohibited by law), with the Customer and is further detailed in its own Service Description (the "Service Description") as specified in the Entitlement Schedule. As this Service is delivered remotely, any service requests that require an on-site visit are considered outside this Agreement and may require additional fees.

EA events can be scheduled by contacting Dell Gold or Platinum Storage Support group or the Customer's Technical Account Manager ("TAM"). EA events require a seven business day lead time and can be delivered between the hours of 8:00 AM and 9:00 PM, Central Daylight Time, Monday through Friday, excluding holidays, subject to a mutually agreed to resource availability.

Entitlement Schedule

Enterprise Assistance Service *	Service Description	Min FLARE®	EAs Events**
Upgrade of FLARE on a single Dell EMC CX or CX3 series array	Dell Maintenance – Upgrade of FLARE on a Dell EMC Array	R16	3*
Upgrade of FLARE on a single Dell EMC AX series array	Dell Maintenance – Upgrade of FLARE on a Dell EMC Array	R16	1*
Add a single Dell EMC disk array enclosure ("DAE") to a Dell EMC or EMC® CX or CX3 series array	Dell Maintenance – Implementation of an Additional DAE to a Dell EMC Array	R16	1*
Firmware upgrade on up to two Dell EMC fibre channel ("FC") switches	Dell Maintenance – Upgrade of a Dell EMC FC Switch Firmware		1*
Add up to two Dell EMC FC switches to existing fabric (does not include firmware upgrade)	Dell Maintenance – Add a Dell EMC FC Switch		1*
Upgrade SAN related software on up to two VMware® ESX Server, Microsoft® Windows®, Red Hat® Linux®, Novell® NetWare® or SUSE® Linux hosts	Dell Maintenance – Upgrade of a Dell EMC Host SAN Related Software		1*



Upgrade SAN related software on a single IBM® AIX®, HP-UX® or SUN® Solaris® host	Dell Maintenance – Upgrade of a Dell EMC Host SAN Related Software		1*
Attach a host to a Dell EMC or EMC CX or CX3 series array	Dell Maintenance – Add a Host to a Dell EMC Array		1*
Upgrade Navisphere® Express software to Navisphere software on Dell EMC AX series array	Dell Maintenance – Upgrade of Dell EMC Navisphere Express		1*
Implementation of Microsoft clustering on up to four nodes	Dell Maintenance – Implementation of Microsoft Cluster		1*
Installation of Dell EMC Navisphere quality of Service manager (“NQM”)	Dell Maintenance – Installation of Dell EMC NQM	R24	1*
Implementation of Dell EMC light weight directory access protocol (“LDAP”)	Dell Maintenance – Implementation of LDAP on a Dell EMC Array	R24	1*
Implementation of up to eight additional hosts to a Dell PowerVault™ MD3000i storage array	Dell Maintenance – Implementation of Up to 8 Additional Hosts to a PowerVault MD3000i.		1*
Implementation of up to three expansion enclosures to a Dell PowerVault MD3000i storage array	Dell Maintenance – Implementation of Up to 3 Additional Disk Array Enclosures to a PowerVault MD3000i		1*
Configuration of hardware encryption on Dell PowerVault tape libraries with LTO4 tape drives.	Dell Maintenance - Configuration of Encryption Feature for Dell PowerVault™ Tape Libraries		1*

* Other storage environment maintenance tasks can be delivered under this EA Agreement and will be governed by the terms and conditions of this Agreement.

** Each EA event covers up to four hours of EEC engagement. If the engagement exceeds four hours, the Customer is billed one EA event for each additional four hours (or any part thereof).

This service/Entitlement Does Not Include

- Performance tuning, system optimization or other similar activities.

Entitlement Customer’s Responsibilities

- **Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of the services or support or any act or omission, including negligence, by Dell or a third-party service provider.**
- Provide and have valid licenses for all hardware and software components.
- Provide a point of contact with capability and availability to work with Dell via internet-based session at a connection speed of 1 Mbps or faster.
- On Dell | EMC arrays, register Customer’s site ID on the EMC Powerlink website.
- Ensure that the desired configuration meets the hardware and software vendors’ system configuration requirements.



- Allow for sufficient time to complete the Service activity in its entirety. Generally, these Services do not require system outages; however, it may require delivery during maintenance window(s).
- Provide at least one technical contact with administrator privileges to affected systems.
- Ensure that there is a Gold or Platinum Enterprise Support agreement on Dell systems and a valid hardware support contract on all other affected systems.
- Ensure that the environment being maintained is fully operational and has no errors or fault messages.
- Physically install hardware or other onsite changes that are necessary for the remote delivery of this Service.

Entitlement Procedures

- Customer initiates the scheduling of this Service by contacting Dell Gold or Platinum Storage Support group or their TAM.
- TAM verifies all necessary information for engagement has been provided by the Customer and notifies EEC team.
- EEC team verifies details of the engagement with the Customer and schedules the Service.
- EEC team contacts the Customer and completes the Service.
- TAM follows up with the Customer.

Important Additional Information

Term. This EA shall expire at the end of the Service term (reflected on Customer's invoice) or use of the entitled Service, whichever comes first.

Geographic Limitation. The Services are available in the United States only.

Authorization/Reservation for Remote Access. By purchasing and accepting the Services, Customer agrees to allow Dell and/or its designated representatives remote access to the applicable systems. Dell reserves the right to refuse the Service if Dell deems that the task cannot be performed remotely.

Terms and Conditions. Each EA event is governed by the associated Service Description, and thus, has the limitations (set out in the respective sections of each Service Description as "Service Overview", "Not included in this Service" and "Customer's responsibilities") and overview of the steps (set out in the respective "Key Service Steps" section of each Service Description) and other terms and conditions as set forth in each individual Service Description.

Dell is pleased to provide these Services in accordance with this Service Description and the terms and conditions of Customer's applicable signed service agreement with Dell or Dell's third-party service provider, or, in the absence of such an agreement, the terms and conditions of Dell's Customer Master Services Agreement available for US and Latin America Customers at http://www.dell.com/service_contracts/, or for Canada Customers at <http://www.dell.ca/servicecontracts/>.

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