



Service Description

Client Installation On-Site Visit Only

Service SKUs

See Appendix A

Service Overview

This service provides for the basic travel to a Customer's site (the "Service" or "Services") as set forth more specifically in this Service Description. This Service is sold with additional Client Add-On services.

This Service will be provided during normal Dell business hours Monday through Friday (8:00 am to 6:00 pm Customer local time) unless specified otherwise in Appendix B. Any services beyond normal Dell business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Dell project manager.

Key Service Steps

- Travel to Customer site.

Not Included with this Service

- Installation, de-installation or re-installation of any products or software applications.
- Any activities other than those specifically noted in this Service Description.

Customer's Responsibilities

- **Authority to Grant Access.** Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, 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.
- **Cooperate with Phone Analyst and On-site Technician.** Customer agrees to cooperate with and follow the instructions given by Dell phone analyst and its on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.
- **Supported Releases.** Customer must maintain software and Supported Product(s) at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or as specified on www.support.dell.com for Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep the Support System(s) eligible for this Service.
- **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. 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 DOES NOT TAKE RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE DELL SERVICES MAY HAVE ON THOSE WARRANTIES.**
- **On-Site Obligations.** Where Services require on-site performance, Customer must provide free, safe and sufficient access to Customer's facilities and the Supported Product(s). Sufficient access includes ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and keyboard must also be provided (at NO cost to Dell), if the system does not already include these items.
- Prior to Dell arriving on-site for installation:
 - Receive new system equipment shipped from Dell.



Customer Data Backup 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.

Terms & Conditions Overview

This agreement ("Agreement" or "Service Description") is made between the customer ("you" or "Customer") and the Dell entity identified on Customer's invoice. For purposes of this Agreement the term "Dell" shall mean Dell Marketing L.P. or, if applicable, the Dell entity identified on Customer's invoice. By purchasing these Services (as defined herein) from Dell, Customer agrees to be bound by all terms and conditions set forth in this document. Customer agrees that renewing, modifying, extending or continuing to utilize the Services beyond the initial term is subject to the then-current Service Description available for review at www.dell.com/servicecontracts.

- **Direct Purchasers & End Users Who Purchase Dell Services from a Reseller.** This Service is provided in connection with Customer's separate signed master services agreement with Dell or, in the absence of such agreement, Dell's standard Customer Master Services Agreement ("CMSA"), which can be obtained at www.dell.com/servicecontracts and incorporated by reference in its entirety herein.
- **PartnerDirect Registered or Certified Partners and Resellers.** This Service is provided for resale by its authorized resellers in connection with Dell's Terms and Conditions of Sale for Persons or Entities Purchasing to Resell, which can be obtained at www.dell.com/servicecontracts and incorporated by reference in its entirety herein.
- **Dell Services License Agreement & Acceptable Use Policy.** Use of hosted software services, subscription services and software tools by Customer (including anyone authorized by Customer to use the Services), a Dell authorized reseller or managed service provider in connection with this Agreement is pursuant to additional terms of use (including acceptable usage policies) available at www.dell.com/AUP and incorporated by reference in its entirety herein.

Important Additional Information

- Assignment.** Dell may assign this Service and/or Service Description to qualified third party service providers.
- Cancellation.** Subject to the applicable product and services return policy for Customer's geographic location, Customer may terminate this Service within a defined number of days of Customer's receipt of the Supported Product by providing Dell with written notice of cancellation. If Customer cancels this Service within that period, Dell will send Customer a full refund less the costs of support claims, if any, made under this Service Description. However, if that period has transpired since Customer's receipt of the Supported Product, 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;
- Customer refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless state law requires other cancellation provisions that may not be varied by agreement. IF DELL CANCELS THIS SERVICE PURSUANT TO THIS PARAGRAPH, CUSTOMER SHALL NOT BE ENTITLED TO ANY REFUND OF FEES PAID OR DUE TO DELL.

- Support Limitations.** Dell is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the Supported Product was designed.
- Service Parts Ownership.** All Dell service parts removed from the Supported Product and returned to Dell become the property of Dell. Customer must pay Dell at the current retail price(s) for any service parts removed from the System and retained by Customer (except for hard drives from systems covered by Keep Your Hard Drive service) if Customer has



received replacement parts from Dell. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs.

- E. **Optional Services.** Optional services (including point-of-need support, installation, consulting, managed, and professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Agreement.
- F. **Term and Renewal.** Customer will receive Services for the term indicated on Customer's Dell invoice. Prior to the expiration of the service term, Customer may be entitled to extend the term depending on available options then in effect and in accordance with Dell's then-current procedures.

In addition, Dell may, at its option, propose to renew this Service by sending Customer an invoice to renew the Services. Customer may, at its option (where permitted by law), agree to such renewal of the Services by paying such invoice by the due date. Payment of renewal invoices shall indicate Customer's agreement to extend the term of this Service. By renewing this Service, Customer agrees that the then-current terms will apply to the renewal period. If Customer elects not to pay a renewal invoice, Services will be discontinued as of the expiration date set forth on the original or last paid Customer invoice.



Appendix A

Service SKUs

US BMC SKU

SKU	Description	Partner
992-2028	Client Installation On-Site Visit Only *	DSP

* This Service can be enhanced by purchasing one or more of the following add-ons:

SKU	Description	Partner
992-2038	Client Installation Add-On - Asset Tagging	DSP
992-2047	Client Installation Add-On - De-Installation of an Existing Computer	DSP
992-2048	Client Installation Add-On - Image Load	DSP
992-2057	Client Installation Add-On - Trash Removal	DSP
992-2049	Client Installation Add-On - Installation of a Wireless Network	DSP
992-2058	Client Installation Add-On - Upgrade of a Desktop or Laptop	DSP
992-2039	Client Installation Add-On - Data Migration Additional 3GB	DSP

US QLX SKU

SKU	Description	Partner
992-1997	Client Installation On-Site Visit Only *	DSP

* This Service can be enhanced by purchasing one or more of the following add-ons:

SKU	Description	Partner
992-2007	Client Installation Add-On - Asset Tagging	DSP
992-2009	Client Installation Add-On - De-Installation of an Existing Computer	DSP
992-2017	Client Installation Add-On - Image Load	DSP
992-2019	Client Installation Add-On - Trash Removal	DSP
992-2018	Client Installation Add-On - Installation of a Wireless Network	DSP
992-2027	Client Installation Add-On - Upgrade of a Desktop or Laptop	DSP
992-2008	Client Installation Add-On - Data Migration Additional 3GB	DSP

CA UNY SKU

SKU	Description	Partner
907-4299	Client Installation On-Site Visit Only *	DSP

* This Service can be enhanced by purchasing one or more of the following add-ons:

SKU	Description	Partner
907-4359	Client Installation Add-On - Asset Tagging	DSP
907-4319	Client Installation Add-On - De-Installation of an Existing Computer	DSP
907-4329	Client Installation Add-On - Image Load	DSP
907-4369	Client Installation Add-On - Off Site Trash Removal	DSP
907-4339	Client Installation Add-On - Installation of a Wireless Network	DSP
907-4349	Client Installation Add-On - Upgrade of a Desktop or Laptop	DSP

LA SKU

SKU	Description	Partner
926-6279	Client Installation On-Site Visit Only *	DSP

* This Service can be enhanced by purchasing one or more of the following add-ons:

SKU	Description	Partner
926-6199	Client Installation Add-On - Asset Tagging	DSP
926-6209	Client Installation Add-On - De-Installation of an Existing Computer	DSP
926-6219	Client Installation Add-On - Image Load	DSP



926-6239	Client Installation Add-On - Trash Removal	DSP
926-6229	Client Installation Add-On - Installation of a Wireless Network	DSP
926-6259	Client Installation Add-On - Upgrade of a Desktop or Laptop	DSP

BZ SKU

SKU	Description	Partner
926-0919	Client Installation On-Site Visit Only *	DSP

* This Service can be enhanced by purchasing one or more of the following add-ons:

SKU	Description	Partner
926-0839	Client Installation Add-On - Asset Tagging	DSP
926-0849	Client Installation Add-On - De-Installation of an Existing Computer	DSP
926-0859	Client Installation Add-On - Image Load	DSP
926-0879	Client Installation Add-On - Trash Removal	DSP
926-0869	Client Installation Add-On - Installation of a Wireless Network	DSP
926-0899	Client Installation Add-On - Upgrade of a Desktop or Laptop	DSP

EMEA SKU

SKU	Description	Partner
683-14329	Client Install On-Site Visit Only *	DSP

* This Service can be enhanced by purchasing one or more of the following add-ons:

SKU	Description	Partner
683-14330	Client Installation Add-On - Asset Tagging	DSP
683-14331	Client Installation Add-On - De-Installation of an Existing Computer	DSP
683-14332	Client Installation Add-On - Image Load	DSP
683-14333	Client Installation Add-On - Trash Removal	DSP
683-14334	Client Installation Add-On - Installation of a Wireless Network	DSP
683-14335	Client Installation Add-On - Upgrade of a Desktop or Laptop	DSP



Appendix B

Exceptions to Dell Business Hours

Country	Dell Business Hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, El Salvador, Gran Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos	8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, India, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM