

Service Description: Plus Telephone Technical Support Service

Introduction

Dell™ delivers a series of Services to satisfy our customer needs. Plus Telephone Technical Support services, provides extended hours of remote phone based technical support services as outlined within this document (the “Service Description”)

Service Overview

Dell’s Plus Telephone Technical Support services provides the following remote service activities as set forth more specifically in this document (the “Service Description”) With this support service program, you will receive toll-free telephone access to Dell’s technical support service during the hours specified within this service description. By calling the toll-free Technical Support number referenced on your Dell invoice, you will receive technical support on Vostro™, XPS™, Latitude™, Inspiron™, Dimension™, Dell Precision™ and OptiPlex™ systems within Australia, New Zealand, Singapore, Malaysia, Thailand, Taiwan, Hong Kong, and China.

Plus Telephone Technical Support services includes:

- Dell’s remote phone technical support
- Dell’s e-support services

Country	Technical Support Plus Operating Hours	
Singapore/ Malaysia/Thailand/Taiwan/Hong Kong	Mon – Fri	9:00am – 9:00pm
	Sat	9:00am – 4:00pm
Australia/New Zealand	Mon – Fri	8:00am – 8:00pm*
	Sat	10:00am – 4:00pm
China	Mon – Fri	8:30am – 9:00pm
	Sat	8:30am – 5:30pm

*Above times based on EST (Eastern Standard Time)

Not included with this installation service:

- a. This service does not include any software application, installation or configuration other than may be specifically noted below.
- b. Any recovery or transfer of data except in the case of Standard and Custom Services as set forth in this Service Description.
- c. Re-configuring/re-mapping existing wireless keyboards and/or wireless mice.
- d. Warranty service or support for third party systems.
- e. Scripting for application installations at the desktop.
- f. Troubleshooting of applications, a non pre-installed Microsoft operating system, application compatibility issues, or viruses.
- g. Troubleshooting of Internet connectivity beyond verification of Dell provided hardware and or software
- h. Server or router configuration of any kind.
- i. Transfer of applications.
- j. Disaster recovery (such as application software, reloading data).
- k. Customization of end user’s MS-Windows desktop, including desktop Icons, folders and the configuration on non-business applications except as expressly stated in this Service Description.
- l. Any activity not specifically set forth in this Service Description.

Customer's Responsibilities:

In the event a problem occurs, the customer should call Dell Technical Support at the designated toll-free Technical Support number on your Dell invoice.

A. *Prior to calling Dell, the customer should have the following information available:*

1. The system service tag number
2. Model type/numbers for the system
3. The user should be in front of the system and willing to follow directions provided by the Dell technician.

B. *While on the phone with Dell, the customer should have the following information available:*

1. Detailed description of the problem

Important Additional Information

Claims of Confidentiality or Proprietary Rights. Customer agrees that any information or data disclosed or sent to Dell, over the telephone, electronically or otherwise, is not confidential or proprietary to Customer.

This Service Description is subject to and supplements the terms and conditions of any applicable overriding signed agreement between Customer and Dell, and in the absence of such an agreement, Dell's standard Terms and Conditions of Sale, Service and Technical Support, which are available on request or at www.dell.com/ap/services/T&C. **In the event of a conflict between this document and such terms and conditions, this document shall prevail. Dell reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation.**

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