



## Service Description

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### Dell Client Installation Services

#### Introduction

Dell Services is pleased to provide Dell Client Installation Services (the “Service(s)”) in accordance with this Service Description (“Service Description”). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the “Order Form”) will include the name of the Service(s) and available Service options that you purchased. For additional assistance or to request a copy of your Service contract(s), contact technical support or your sales representative.

#### The Scope of This Service

This Service consists of service selections which are delivered remotely from a Dell location to the customer (“Remote”) and service selections which are fulfilled in-person at the Customers location (“Onsite”). The Remote selections can be purchased standalone or alongside other Remote selections. For Onsite, a mandatory service selection (“Base”) is required, and optional supplementary services can be added (“Add-ons”). Multiple Add-ons may be purchased with a Base.

Remote Selections are as follows:

- Remote PC Setup Assistance: Remote assistance with the installation and connectivity of a new Desktop, Notebook, Thin-Client, and Tablet device... etc. (new “Client System(s)”) or an existing Client System (“Legacy System(s)”), and if applicable, accompanying desktide peripherals. This selection also includes the transfer of end user files and system settings, and installation of Customer provided software (as described more fully in Attachment A hereto)
- Remote Extra Technician Time: extension of a remote technician’s time to complete tasks as predefined between the Customer and Dell (as described more fully in Attachment B hereto)

Onsite Base selections are as follows:

- Onsite Client Installation: the onsite physical installation and connectivity of new Client System(s) or Legacy System(s), and if applicable, accompanying desktide peripherals (as described more fully in Attachment C hereto)
- Trip Charge for Onsite [Configuration]: covers an individual technician’s travel to the Customer’s site to deliver Add-on(s) Services for physical installation activities or for software and/or operating system changes, unrelated to the installation of the Client System (as described more fully in Attachment D hereto)

Onsite Add-on selections are as follows:

- Onsite Data, Settings and Software: the transfer of end-user files and system settings, and installation of Customer provided software (as described more fully in Attachment E hereto)

- Onsite Network or Shared Device: installation of a networked device such as a router or a peripheral such as a printer or display (as described more fully in Attachment F hereto)
- Onsite [Configuration] Extra Technician Time: extension of a technician's time onsite to complete tasks as predefined between the Customer and Dell (as described more fully in Attachment G hereto)
- Onsite Operating System or Image: installation of an Operating System or image on the Client System (as described more fully in Attachment H hereto)
- Onsite Internal Component: removal and/or installation of an internal hardware of a Client System (as described more fully in Attachment I hereto)
- Onsite Client Configuration: customization of a Client System by applying a Customer provided asset tag and/or changing BIOS Settings (as described more fully in Attachment J hereto)
- Onsite Software: installation of a single Customer provided software application (as described more fully in Attachment K hereto)

This Service may also be offered as a preset combination of a Base selection(s) and one or more of the Add-ons listed above. For instance, "Onsite Client Installation + Onsite Data, Settings and Software" would be an example of a preset combination.

## Exclusions

For the avoidance of doubt, the following activities are not included in the scope of this Service Description:

- The Service does not include the development of any intellectual property created solely and specifically for the Customer, as defined below
- Service of non-Windows Client System(s). Additionally, certain limitations will exist when a customer is transitioning from a non-Windows Legacy System to a Windows Client System.
- Exclusions listed in the Attachments of this Service Description
- Any Services, tasks or activities other than those specifically noted in this Service Description

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master Services agreement or Agreement, as defined below, as applicable.

## Offer-Specific Customer Responsibilities

Customer agrees to the following specific responsibilities:

- Provide reasonable and timely cooperation to Dell in its performance of the Services
- Initiate connection to Dell for the remote performance of services. This includes but is not limited to ensuring network connectivity and utilizing Dell provided remote interfaces such as chat and phone.
- Identify a primary point of contact who will work with Dell and its designated representatives to support the activities prior to and during the performance of the corresponding Service(s) (the "Customer Contact")
- Provide technical points-of-contact, with a working knowledge of the information technology components to be considered during the performance of the Services and have authority to make business decisions ("Technical Contacts"). Dell may request that meetings be scheduled with Technical Contacts.
- Ensure communication between Customer and Dell, including any scope-related questions, Dell requests for direction, information, approvals or decisions that are reasonably necessary for Dell to perform Service requests.

- Provide requirements and technical data needed to complete the Service(s) within 3 business days of submitting orders.
- Ensure all necessary Customer resources are available for the duration of the Service
- Provide Service requirements (e.g. address(es) and available installation times for the purpose of scheduling) and technical data needed for the Service

Customer agrees to the following additional specific responsibilities for Services performed at the Customer's site:

- Assign a primary contact for each Customer site where an onsite deployment of the Service(s) will occur to coordinate the scheduling of all necessary resources required for the Service(s) and maintain communication to prevent scheduling conflicts
- Provide access to Customer facilities and systems as needed to provide the Service(s), including, but not limited to, safe and adequate parking facilities, any necessary keys or badges
- Provide a safe working environment and reasonable office accommodation
- Ensure an adult is present at all times during the performance of Service(s) at a residential office
- Provide specifications and provide signoff of customer acceptance form based on the agreed upon communication plan

## Customer Feedback

Customer acknowledges that Dell Services will request Customer's participation in a Customer feedback survey. Additionally, Dell Services may approach Customer to serve as reference regarding Dell Services' performance of the Services. If Customer agrees to be a reference, Customer and Dell Services will agree in writing to the terms of such reference. A reference program has been developed to facilitate confidential conversations between Dell Services' customers and potential customers.

## General Customer Responsibilities

**Authority to Grant Access.** Customer represents and warrants that it has obtained permission for both Customer and Dell Services to access and use, whether remotely or in-person, Customer-owned or licensed software, hardware, systems, the data located thereon and all hardware and software components included therein, 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 Services to perform these Services.

**Non-solicitation.** Where allowed by law, Customer will not, without Dell Services' prior written consent, for a period of two years from the date listed on your Order Form, directly or indirectly solicit for employment any Dell Services employee with whom you have come in contact in connection with Dell Services' performance of the Service; provided, however, that general advertisements and other similarly broad forms of solicitation will not constitute direct or indirect solicitation hereunder and you are permitted to solicit for employment any employee that has been terminated or has resigned his or her employment with Dell Services prior to the commencement of employment discussions with you.

**Customer Cooperation.** Customer understands that without prompt and adequate cooperation, Dell Services will not be able to perform the Service or, if performed, the Service may be materially altered or delayed. Accordingly, Customer will promptly and reasonably provide Dell Services with all cooperation necessary for Dell Services to perform the Service. If Customer does not provide reasonably adequate cooperation in accordance with the foregoing, Dell Services will not be responsible for any failure to perform the Service and Customer will not be entitled to a refund.

**On-site Obligations.** Where Services require on-site performance, Customer will provide (at no cost to Dell Services) free, safe and sufficient access to Customer's facilities and environment, including ample

working space, electricity, safety equipment (if applicable) and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell Services), if the system does not already include these items.

**No Personally Identifiable Information.** Third Party Products, including but not limited to images, applications and documentation submitted to Dell may not contain any Personally Identifiable Information or other personal data. Unless applicable local law provides otherwise, “Personally Identifiable Information” (or “PII”) means data or information that alone or together with any other information identifies a natural person or data considered to be personal data or any other type or personal data that may be subject to privacy laws or regulations. Customer warrants that any Third Party Products which Customer submits to Dell for use by Dell in providing the Service(s) will not contain Personally Identifiable Information. Please contact your Dell Sales Representative for further assistance. **DO NOT SUBMIT THIRD PARTY PRODUCTS TO DELL WHICH CONTAIN PERSONALLY IDENTIFIABLE INFORMATION.**

**Data Backup.** Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. Dell Services will not be responsible for the restoration or reinstallation of any programs or data.

Unless otherwise required by applicable local laws, DELL SERVICES WILL HAVE NO LIABILITY FOR:

- ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
- LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;
- DAMAGED OR LOST REMOVABLE MEDIA;
- THE LOSS OF USE OF A SYSTEM OR NETWORK; AND/OR

FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL SERVICES OR A THIRD-PARTY SERVICE PROVIDER.

**Export.** Customer warrants and represents that Third Party Products, including but not limited to software included on an image submitted to Dell in conjunction with any Imaging Service (as defined below), contain no restricted technology (e.g., encryption) or, if they do contain restricted technology, that the Third Party Products are eligible for export by Dell to any country (other than those that are embargoed under applicable export laws) without an export license. Dell is not responsible for determining the accuracy of any representations regarding the existence of an export license or regarding eligibility for export of Third Party Products without license. Customer’s export certifications must support applicable regional and local laws, regulations, and requirements (e.g., physical signature vs. electronic signature). In addition to the above warranties, a separately signed export certification may be required for all Imaging Service(s) (the “Image Export Compliance Certification”). In selected countries, export certifications may be required in conjunction with other Service(s) (e.g., asset tag configuration, hardware configuration, or software configuration). Any required export certification must be completed, signed and returned to Dell prior to the applicable Service(s) being implemented by Dell. In the event Dell is required to obtain an export license for Third Party Products in order to deliver the Service(s), Customer hereby agrees to provide Dell, at no charge, any and all reasonable assistance Dell requires to obtain such export license.

**Technical Specifications Notice and Disclaimer.** Customer is responsible for determining Customer technical specifications for the Service(s) and, if applicable, for ensuring that those technical specifications are properly documented to Dell. Customer acknowledges that the Service(s) are of Customer’s choosing. Dell shall be entitled to rely on the technical specifications provided by Customer. Dell is not responsible for liability or damage arising from the provision of Service(s) performed in accordance with Customer’s technical specifications. If, in Dell’s sole and not unreasonable opinion, the proposed Service(s) are not technically feasible, Dell reserves the right to refuse to proceed with the

provision of the Service(s). Dell makes no warranty that the Service(s) provided to the Customer will address all of the Customer's requirements as Dell is dependent upon Third Party Products and assistance provided by the Customer or third parties.

**Change Control.** For additional work not specified in a Service(s) Project or its respective Technical Specification document that has resulted from: (i) a requested change in the scope of a Service(s) Project, (ii) an act or omission of the Customer; (iii) a change in law and/or applicable regulations; or (iv) a force majeure event, Dell will consider the additional work and provide details of any changes to timelines and cost based on the changes requested. Should Customer agree to the additional timeline and/or cost, they will confirm so in writing by providing consent in writing before Dell begins or (if already begun) continues to provide the additional Services.

**Customer Indemnity.** Customer shall defend, indemnify and hold Dell harmless on demand from, any third-party claim or action arising out of (a) the failure of Customer to obtain the appropriate license, intellectual property rights, or any other permissions, regulatory certifications or approvals associated with Third Party Products, as well as software or materials directed or requested by Customer to be installed or integrated as part of the Service(s), or (b) any inaccurate representations regarding the existence of an export license or any allegation made against Dell due to Customer's violation or alleged violation of applicable export laws, regulations, and orders.

**Third Party Warranties.** These Services may require Dell Services to access hardware or software that is not manufactured or sold by Dell Services. Some manufacturers' warranties may become void if Dell Services or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that Dell Services' performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell Services does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

**Service Hours.**

This Service is available to Customer twenty-four hours per day, seven days per week, excluding agreed-upon local holidays, and in accordance with local laws relating to weekly work hours. Availability is subject to the Customer's compliance with the terms of this Service Description, and any mutual scheduling agreed to by Customer and Dell at the conclusion of pre-deployment discussions.

Where normal business hours apply, unless otherwise listed below, these are Monday through Friday during normal Dell Services business hours, which is from 8:00 AM to 6:00 PM Customer local time:

Country	Normal Dell Services Business Hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	Monday thru Friday from 7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, Denmark, El Salvador, Finland, Grand Cayman, Guatemala, Honduras, Jamaica, Norway, Panama, Puerto Rico, Rep. Dominicana, Suriname, Sweden, Turks and Caicos	Monday thru Friday from 8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Japan, Netherland Antilles, New Zealand, Singapore, Thailand	Monday thru Friday from 9:00 AM to 5:00 PM
Argentina, Brazil, Ecuador, France, India, Indonesia, Italy, Korea, Malaysia, Mexico, Paraguay, Peru, Taiwan, Uruguay	Monday thru Friday from 9:00 AM to 6:00 PM
Bolivia, Chile	Monday thru Friday from 9:00 AM to 7:00 PM
Middle East	Sunday thru Thursday from 8:00 AM to 6:00 PM
Hong Kong	Monday thru Friday from 9:00 AM to 5:30 PM

## Services Terms & Conditions

This Service Description is entered between you, the Customer (“you” or “Customer”), and the legal entity identified on your Order Form for the purchase of this Service (the “Dell Legal Entity”). This Service is provided subject to and governed by Customer’s separate signed master Services agreement with the Dell Legal Entity that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer’s location, this Service is provided subject to and governed by either Dell’s Commercial Terms of Sale or the agreement referenced in the table below (as applicable, the “Agreement”). Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms.

Customer Location	Terms & Conditions Applicable to Your Purchase of the Services	
	Customers Purchasing Services Directly	Customers Purchasing Services Through an Authorized Reseller
United States	<a href="https://www.dell.com/CTS">Dell.com/CTS</a>	<a href="https://www.dell.com/CTS">Dell.com/CTS</a>
Canada	<a href="https://www.dell.ca/terms">Dell.ca/terms</a> (English) <a href="https://www.dell.ca/conditions">Dell.ca/conditions</a> (French-Canadian)	<a href="https://www.dell.ca/terms">Dell.ca/terms</a> (English) <a href="https://www.dell.ca/conditions">Dell.ca/conditions</a> (French-Canadian)
Latin America & Caribbean Countries	Local <a href="https://www.dell.com">Dell.com</a> country-specific website or <a href="https://www.dell.com/servicesdescriptions/global">Dell.com/servicesdescriptions/global</a> .*	Service Descriptions and other Dell Legal Entity Service documents which you may receive from your seller shall not constitute an agreement between you and Dell Legal Entity but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to “Customer” in this Service Description and in any other Dell Legal Entity Service document shall in this context be understood as a reference to you whereas any reference to the Dell Legal Entity shall only be understood as a reference to a Dell Legal Entity as a Service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with the Dell Legal Entity with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.
Asia-Pacific-Japan	Local <a href="https://www.dell.com">Dell.com</a> country-specific website or <a href="https://www.dell.com/servicesdescriptions/global">Dell.com/servicesdescriptions/global</a> .*	Service Descriptions and other Dell Legal Entity Service documents which you may receive from your seller shall not constitute an agreement between you and the Dell Legal Entity but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to “Customer” in this Service Description and in any other Dell Legal Entity Service document shall in this context be understood as a reference to you whereas any reference to the Dell Legal Entity shall only be understood as a reference to a Dell Legal Entity as a Service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with the Dell Legal Entity with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.
Europe, Middle East, & Africa	Local <a href="https://www.dell.com">Dell.com</a> country-specific website or <a href="https://www.dell.com/servicesdescriptions/global">Dell.com/servicesdescriptions/global</a> .*  In addition, Customers located in France, Germany and the UK can select the applicable URL below:	Service Descriptions and other Dell Legal Entity Service documents which you may receive from your seller shall not constitute an agreement between you and the Dell Legal Entity but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to “Customer” in this Service Description and in any other Dell Legal Entity Service document shall in this context be understood as a

	<p>France: <a href="http://Dell.fr/ConditionsGeneralesdeVente">Dell.fr/ConditionsGeneralesdeVente</a></p> <p>Germany: <a href="http://Dell.de/Geschaeftsbedingungen">Dell.de/Geschaeftsbedingungen</a></p> <p>UK: <a href="http://Dell.co.uk/terms">Dell.co.uk/terms</a></p>	<p>reference to you whereas any reference to the Dell Legal Entity shall only be understood as a reference to a Dell Legal Entity as a Service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with the Dell Legal Entity with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.</p>
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\* Customers may access their local [Dell.com](http://Dell.com) website by simply accessing [Dell.com](http://Dell.com) from a computer connected to the Internet within their locality or by choosing among the options at Dell's "Choose a Region/Country" website available at [Dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen](http://Dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen).

Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at [Dell.com/servicedescriptions/global](http://Dell.com/servicedescriptions/global).

If there is a conflict between the terms of any of the documents that comprise this Agreement, the documents will prevail in the following order: (i) this Service Description; (ii) the Agreement; (iii) the Order Form. Prevailing terms will be construed as narrowly as possible to resolve the conflict while preserving as much of the non-conflicting terms as possible, including preserving non-conflicting provisions within the same paragraph, section or sub-section.

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the "I Agree" button or box or similar on the Dell.com or Dell.com website in connection with your purchase or within a Dell software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case "you" or "Customer" shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.

## Supplemental Terms & Conditions

**1. Term of Service.** This Service Description commences on the date listed on your Order Form and continues through the term (“**Term**”) indicated on the Order Form. As applicable, the number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term for each Service is indicated on Customer’s Order Form. Unless otherwise agreed in writing between Dell Services and Customer, purchases of Services under this Service Description must be solely for Customer’s own internal use and not for resale or Service bureau purposes.

### 2. Important Additional Information

**A. Rescheduling.** As applicable, once this Service has been scheduled, any changes to the schedule must occur at least 8 calendar days prior to the scheduled date. If Customer reschedules this Service within 7 days or less prior to the scheduled date, there will be a rescheduling fee not to exceed 25% of the price for the Services. Any rescheduling of the Service will be confirmed by Customer at least 8 days prior to commencement of the Service.

**B. Payment for Hardware Purchased With Services.** Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of Services purchased with such hardware.

**C. Commercially Reasonable Limits to Scope of Service.** Dell Services may refuse to provide Service if, in its commercially reasonable opinion, providing the Service creates an unreasonable risk to Dell Services or Dell Services’ Service providers or if any requested Service is beyond the scope of Service. Dell Services is not liable for any failure or delay in performance due to any cause beyond its control, including Customer’s failure to comply with its obligations under this Service Description.

**D. Optional Services.** Optional Services (including point-of-need support, consulting, managed, professional, support or training Services) may be available for purchase from Dell Services and will vary by Customer location. Optional Services may require a separate agreement with Dell Services. In the absence of such agreement, optional Services are provided pursuant to this Service Description.

**E. Assignment and Subcontracting.** Dell Services may subcontract this Service and/or assign this Service Description to qualified third party Service providers who will perform the Service on Dell Services’ behalf.

**F. Cancellation.** Dell Services may cancel this Service at any time during the Term for any of the following reasons:

- Customer fails to pay the total price for this Service in accordance with the invoice terms;
- Customer is abusive, threatening, or 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 Services cancels this Service, Dell Services 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 Services sends notice of cancellation to Customer, unless local law requires other cancellation provisions that may not be varied by agreement. If Dell Services cancels this Service pursuant to this paragraph, Customer shall not be entitled to any refund of fees paid or due to Dell Services.

**G. Service Expiration.** Service expires 6 months after purchase. EXCEPT TO THE EXTENT APPLICABLE LAW REQUIRES OTHERWISE, YOU MAY USE THIS SERVICE ONE TIME DURING THE 6 MONTH



PERIOD FOLLOWING THE DATE OF ORIGINAL PURCHASE (“EXPIRATION DATE”). THE ORIGINAL PURCHASE DATE IS DEFINED AS THE EARLIER OF THE DATE OF THE INVOICE FOR THE SERVICE OR ORDER CONFIRMATION FROM DELL. DELL’S DELIVERY OF THE SERVICE WILL BE DEEMED SATISFIED AFTER THE EXPIRATION DATE EVEN IF YOU DO NOT USE THE SERVICE.

**H. Geographic Limitations and Relocation.** This Service is not available at all locations. Service options, including Service levels, technical support hours, and on-site response times will vary by geography and certain options may not be available for purchase in Customer’s location, so please contact your sales representative for these details.

© 2017 Dell Inc. All rights reserved. Trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. A printed hardcopy of Dell’s terms and conditions of sale is also available upon request.

# Attachment A

## Remote PC Setup Assistance

### Remote PC Setup Assistance

This Remote Service option provides remote assistance with the installation and connectivity of a new Client System or Legacy System, and if applicable, accompanying desktide peripherals as well as the transfer of end user files and system settings, and installation of Customer provided software (the "Remote PC Setup Assistance"), as set forth more specifically in this Attachment A.

#### **Services Review**

Dell will work with the Customer to review the scope of Services purchased. As applicable, Dell will also collect relevant as-deployed data on the Legacy System in order to plan for the service fulfillment. This may be done by phone, email or using Dell's deployment tools. Dell will also work to collect site and (as applicable) scheduling information for each of the Customer's deployment sites to ensure all critical details specific to the site are provided to Dell prior to Services beginning.

#### **Remote PC Setup Assistance Features**

##### **Assistance with the Installation of the Client System**

- Remote guidance on unpacking of a new Client System from shipping boxes and inspecting components for any damage
- Assisting the Customer with the connection of Client System desktide peripherals (e.g., monitors, keyboards, power supplies, mice... etc.)
- Assisting the Customer with the connection of the Client System to the Customer's power and networking sources

##### **Assistance with Connectivity for Client System**

- Assistance with booting the new Client System and verifying network connection for Customer's network connected devices
- If applicable, assistance with the reconnection of existing or setup new of external desktide peripherals to Client System and configure for use. When required, Dell will load the drivers supplied by Customer and will conduct an agreed upon simple test for functionality (e.g. print a test page)
- If applicable, assistance with the completion of basic domain join through Windows native interface
- If applicable, joining of Client System to workgroup. Client System can be joined to the default container within Active Directory upon request
- Assistance with logging on to the new Client System
- If applicable, assistance with the completion of Enterprise Enrollment
- If applicable, configuration of IP address

- If applicable, setup of email or online account
- If applicable, configuring Remote Desktop Connection
- If applicable, mapping of network printers to new Client System
- If applicable, restore network file sharing
- If applicable, a brief and basic orientation on the primary functions of the new Client System

### **Data Transfer**

- Transfer of end-user data and files
- Capture end-user data and files from the Legacy System or customer provided external drive or media
- Transfer of data associated to user profiles to the new Client System(s) or customer provided cloud storage, external drive or media
- Upon completion of the transfer the technician will confirm and/or report integrity of the transfer

### **Settings Transfer**

- Transfer of common end-user personalization and settings from the Customer's Legacy System
- Transfer of settings associated to user profiles to the new Client System(s)
- Transfer of common application settings

### **Software Installation**

- Installation of a Client System application(s) via Customer provided internet download, manual script, USB or CD/DVD
- As applicable, assistance with product activation and applying updates
- Basic configuration of software for use (such as a remote desktop application) to confirm proper functionality
- As applicable, uninstalling the software application(s) as requested by the Customer
- As applicable, upgrading software application version(s)

### **Assistance with the De-installation of Legacy System**

- Assistance with the disconnection of the hardware components, network cable, and power cord of the Customer's Legacy System

### **Corresponding Services**

Remote PC Setup Assistance is available for purchase with the following:

- Remote Extra Technician Time

### **Service Requirements**

In order to execute this Service, the following conditions must be met:

- Customer must purchase an individual Remote PC Setup Assistance Service for each Client System to be installed
- The customer must have phone and internet access

- Legacy System must be available and fully operational for any Services to be performed on the Legacy System
- Schedule of the transfer with installation services will be coordinated within the same project scope and, wherever possible, using the same remote technician
- Client System must have the operating system preloaded or already installed

### **Excluded Services**

- Setting up a new network
- Joining specific Organization Units within Active Directory; computers will be joined to the default Computers container
- Providing or running custom scripts to join domain
- Troubleshooting errors associated to the native Windows domain join process
- Setting up or configuring Active Directory
- Transfer of data in a separate event
- Data and settings transfer using tools other than the tool(s) Dell designates for the performance of the Service by Dell's personnel and the fulfillment of Customer's obligations
- Transferring data for user accounts to alternate domains
- Any backup of data or recovery of data, including disaster recovery
- Separate scheduling of the transfer and installation services
- Scripting for application installations
- Transferring of applications or software. Software applications are installed/reinstalled not transferred
- Installation of operating system software
- Customization and/or personalization of software (beyond what is required to ensure software is properly installed)
- Transferring data from or to non-Windows based operating systems
- Configuration of security software such as anti-virus/spyware/malware software
- Installation or configuration of enterprise software
- Any activities other than those specifically set forth in this Service Attachment A

### **Customer Responsibilities**

Customer agrees to the following specific responsibilities:

- Prepare all work areas and end-user desks prior to the start of Services including access to the system, external peripherals, power, and network connectivity
- Prior to the service, create domain account and computer objects (if required prior to joining Client System to domain) within Active Directory to enable the domain join prior to scheduled deployment date
- Provide domain account credentials with rights necessary to join a computer to the default Computers container in Active Directory
- Supply all applicable drivers for hardware installation
- Ensure the Legacy System is available and fully operational for any Services to be performed on Legacy System
- Provide Dell with the software (e.g. the script, USB or CD/DVD) required to perform application installation
- Test and verify that the software application operates according to the Customer's needs on the supported hardware platform(s) that will be purchased. Dell will not be held responsible for

errors or non-compatibility issues that arise during the software installation process which result from Customer's failure to test and verify software compatibility.

- Provide any and all software licensing required and provide the technician with an adequate quantity of installation media and installation instructions
- As required for application installation, grant technician access to the Customer's network to perform the Services
- Customer's network meets a minimum standard ethernet 100Mbps switched subnets, and provides 5-10 Mbps throughput at the Client System
- Maintain a stable network infrastructure across all Customer sites
- Ensure the Client System is attached to a local area network and has Internet access
- If external media is required, the Customer must provide USB/external media
- If applicable, provide cloud storage, external drive or media
- Purchase corresponding Add-ons, if required

### **Additional Terms and Conditions**

- Reasonable attempts will be made to transfer the Customer's data however if after several attempts and for reasons outside the technician's control, the transfer is deemed unfeasible, then the Service may not be performed
- Customer acknowledges and agrees that Customer is the data controller of any data contained in any Legacy System or elsewhere in Customer's environment that is directed by Customer to be included within the scope of this Service, as such data may be defined by each country including, but not limited to, the European Union (EU), and Dell is the data processor for Customer hereunder in its performance of the Services. Customer acknowledges and agrees that Customer is responsible for compliance with applicable data privacy laws in each country as the data controller and that Dell is responsible for compliance with applicable data privacy laws in each country as the data processor, pursuant to the adoption of the EU model Clauses as set forth in the Customer's Agreement to purchase the Client System(s) and Service(s). Customer will immediately notify Dell and work with Dell in good faith to resolve any related matter if Customer becomes aware of any lapse, defect, deficiency or other problem in connection with incorporation of the EU Model Clauses into this Agreement

# Attachment B

## Remote Extra Technician Time

### Remote Extra Technician Time

This Add-on Service option provides for additional technician time as part of a remote Service (the “Remote Extra Technician Time” or “Remote Extra Technician Time Services”) as set forth more specifically in this Attachment B.

#### Remote Extra Technician Time Features

- Technician to perform Customer-directed client deployment activity for a predetermined period of time (e.g. post-installation remote support)
- Remote Extra Technician Time is available in hourly increments

#### Corresponding Services

Remote Extra Technician Time Add-on is available for purchase with the following:

- Remote PC Setup Assistance
- Remote Data, Settings and Software

#### Service Requirements

In order to execute this Service, the following conditions must be met:

- Customer must purchase a corresponding Remote Service
- Scheduling of Remote Extra Technician Time will be contiguous and must occur in the same day

#### Excluded Services

- Non-client deployment-related activities, or any Services which a remote client deployment technician would not be qualified or able to perform
- Provision of any software or hardware
- Any activities other than those specifically set forth in this Service Attachment B

#### Customer Responsibilities

Customer agrees to the following specific responsibilities:

- Review desired Services during service review with the Dell designated representative
- Provide detailed instructions to the remote technician once the Service has started to accomplish the desired outcome(s)
- Keep activities to the allotted time frame of Remote Extra Technician Time

# Attachment C

## Onsite Client Installation

### Onsite Client Installation Base

This Service Base option provides for the onsite setup and connectivity of a new Client System or Legacy System (the “Onsite Client Installation” or “Onsite Client Installation Base”) as set forth more specifically in this Attachment C.

#### **Deployment Plan and Schedule**

Dell will collect site and scheduling information from the Customer. As applicable, Dell will also collect relevant as-deployed data on the Legacy System in order to plan for the service fulfillment. This may be done by phone, email or using Dell’s deployment tools. For each of the Customer’s deployment sites, the Customer will ensure all critical information specific to each site is provided to Dell prior to beginning onsite Services. Customer will promptly notify Dell of any conflicts in order to lock the schedule prior to the scheduled installation date.

#### Onsite Client Installation Features

##### **Installation of Client System**

- Unpacking of a new Client System from shipping boxes and inspecting components for any damage
- Organization and connection of Client System deskside peripherals (e.g., monitors, keyboards, power supplies, mice... etc.)
- Connection of the Client System to the Customer’s power and networking sources
- Movement of all boxes, packaging materials and debris to a disposal area within the building where the deployment Services are provided and properly cleaning the installation area, so it is returned to its original condition

##### **Connectivity for Client System**

- Booting the new Client System and verify network connection for Customer’s network connected devices
- If applicable, the reconnection of existing or setup of new external deskside peripherals to Client System and configure for use. When required, Dell will load the drivers supplied by Customer and will conduct an agreed upon simple test for functionality (e.g. print a test page)
- If applicable, completion of basic domain join through Windows native interface
- If applicable, joining of Client System to workgroup. Client System can be joined to the default container within Active Directory upon request
- Log on to the new Client System using Customer-provided user ID and password
- If applicable, completion of Enterprise Enrollment
- If applicable, configuration of IP address

- If applicable, setup of email or online account
- If applicable, configuring Remote Desktop Connection
- If applicable, mapping of network printers to new Client System
- If applicable, restore network file sharing
- If applicable, a brief and basic orientation on the primary functions of the new Client System

**De-installation of Legacy System** (if applicable and when technician is still onsite)

- Disconnection of the hardware components, network cable, and power cord for the Customer's Legacy System
- Placement of the Legacy System components in boxes using packaging materials from the new Client System or other materials supplied by the Customer
- Movement of the Legacy System to an onsite storage area or new end-user site in the deployment building as designated by the Customer

**Corresponding Services**

Onsite Client Installation Base may be purchased with the following:

- Onsite Data, Settings and Software
- Onsite Network or Shared Device Add-on
- Onsite Extra Technician Time Add-on
- Onsite Operating System or Image Add-on
- Onsite Internal Component Add-on
- Onsite Client Configuration
- Onsite Software

**Service Requirements**

In order to execute this Service, the following conditions must be met:

- Customer must purchase an individual Onsite Client Installation Base Service for each Client System to be installed
- All systems in an order must be scheduled together as part of a singular event. In general, orders of 10 or less being scheduled for the same time/same day
- Service location must be easily accessible by vehicle and without use of special tools or equipment
- De-installation of the Legacy System requires the concurrent installation of a new Client System
- Customer must locate the Client System within the building in which it is to be installed prior to the commencement of the Service.

**Excluded Services**

- Data transfer services
- Setting up a new network
- Installation or configuration of software
- Transportation of system between locations or any other type of logistic services
- Offsite removal and/or recycling of Legacy System



- Joining specific Organization Units within Active Directory; computers will be joined to the default Computers container
- Providing or running custom scripts to join domain
- Troubleshooting errors associated to the native Windows domain join process
- Setting up or configuring Active Directory
- Installation of point-of-sale /cash registers
- Multiple technician visits per purchased Onsite Client Installation Base
- Mounting hardware onto surfaces or peripheral devices requiring tools or multiple simultaneous technicians
- Any activities other than those specifically set forth in this Service Attachment C

### **Customer responsibilities**

Customer agrees to the following specific responsibilities:

- Prepare all work areas and end-user desks prior to the start of Services including access to the system, external peripherals, power, and network connectivity
- Prior to the technician arriving on-site, create domain account and computer objects (if required prior to joining Client System to domain) within Active Directory to enable the domain join prior to scheduled deployment date
- Provide domain account credentials for use by technician with rights necessary to join a computer to the default Computers container in Active Directory
- Supply all applicable drivers for hardware installation
- Ensure the Legacy System is available and fully operational for any Services to be performed on Legacy System
- Purchase corresponding Add-ons, if required

### **Additional Terms and Conditions**

- Customer caused delays which prevent the performing the Onsite Client Installation Service prior to or while the technician is onsite may be subject to additional charges

# Attachment D

## Trip Charge for Onsite [Configuration]

### Trip Charge for Onsite [Configuration]

This Service Base option provides for technician travel to Customer's onsite location only (the "Trip Charge" or "Trip Charge Base" or "Trip Charge for Onsite" or "Trip Charge for Onsite Configuration") as set forth more specifically in this Attachment D. Note that the purpose of the Trip Charge is to enable the delivery of Add-on(s) Services where the Onsite Client Installation Base Service is not being performed. Add-ons must be purchased with this option for Services to be performed once the technician is onsite.

#### Services Review

Dell will work with the Customer to review the scope of Services purchased including Add-ons. As applicable, Dell will also collect relevant as-deployed data on the Legacy System in order to plan for the service fulfillment. This may be done by phone, email or using Dell's deployment tools. Dell will also work to collect site and scheduling information for each of the Customer's deployment sites and will provide all information necessary to ensure all critical details specific to the site are provided to Dell prior to onsite Services beginning.

#### Service Schedule

The Service schedule will be distributed by Customer to end-users prior to the scheduled Trip Charge. Customer will promptly notify Dell of any conflicts in order to lock the schedule prior to the scheduled Trip Charge date.

#### Trip Charge Features

Trip Charge includes the one-time travel of technician to the Customer's onsite location for service of a Client System. Since this Service only includes the arrival of technician at the Customer's location at the scheduled time, the Trip Charge should be purchased in conjunction with one or more of the corresponding Add-ons.

"Trip Charge for Onsite" is intended for physical installations (e.g. the installation of a network device or an internal component... etc.) or physical activities such as moving client systems between buildings or removing trash while "Trip Charge for Onsite Configuration" is intended for changes to software and/or operating systems.

#### Corresponding Add-on Services

Trip Charge may be purchased with the following Add-on(s):

- Onsite Network or Shared Device Add-on
- Onsite Internal Component Add-on
- Onsite Extra Technician Time Add-on

- Onsite Operating System or Image Add-on
- Onsite Client Configuration Add-on
- Onsite Software Add-on

### **Service Requirements**

In order to execute this Service, the following conditions must be met:

- Customer must purchase an individual Trip Charge for each desired visit by the technician, along with Add-on(s) that will be performed once the technician is onsite.
- Customer may purchase an individual Trip Charge for multiple Add-ons (e.g. the setup of three network printers would require one Trip Charge plus three Onsite Network or Shared Device Add-ons)
- Add-ons to the Trip Charge are limited to those Services which can be performed onsite and can be completed in a single visit
- Service location must be easily accessible by vehicle and without use of special tools or equipment

### **Excluded Services**

- Any Services other than the travel to Customer's location (without the purchase of Add-ons)
- Multiple technician visits per purchased Trip Charge
- Any activities other than those specifically set forth in this Service Attachment D

### **Customer Responsibilities**

Customer agrees to the following specific responsibilities:

- Purchase corresponding Add-ons
- Prepare all work areas and end-user desks prior to the scheduled start of Add-on Services

# Attachment E

## Onsite Data, Settings and Software

### Onsite Data, Settings and Software Add-on

This Add-on Service option provides for the transfer of end-user data and settings from the Legacy System to the new Client System and the installation of software (the “Onsite Data, Settings and Software” or “Onsite Data, Settings and Software Add-on”) as set forth more specifically in this Attachment E.

#### Onsite Data, Settings and Software Features

##### Data Transfer

- Transfer of end-user data and files
- Capture end-user data and files from the Legacy System or customer provided external drive or media
- Transfer of data associated to user profiles to the new Client System(s) or customer provided cloud storage, external drive or media
- Upon completion of the transfer the technician will confirm and/or report integrity of the transfer

##### Settings Transfer

- Transfer of common end-user personalization and settings from the Customer’s Legacy System
- Transfer of settings associated to user profiles to the new Client System(s)
- Transfer of common application settings

##### Software Installation

- Installation of a Client System application(s) via Customer provided internet download, manual script, USB or CD/DVD
- As applicable, assistance with product activation and applying updates
- Basic configuration of software for use (such as a remote desktop application) to confirm proper functionality
- As applicable, uninstalling the software application(s) as requested by the Customer
- As applicable, upgrading software application version(s)

##### Corresponding Base Services

Onsite Data, Settings and Software Add-on is available for purchase with the following Base(s):

- Onsite Client Installation Base (and it’s corresponding Add-ons)
- Trip Charge for Onsite Configuration (and it’s corresponding Add-ons)

## Service Requirements

In order to execute this Service, the following conditions must be met:

- Customer must purchase a corresponding Base Service
- Legacy System must be available and fully operational for any Services to be performed on the Legacy System
- Schedule of the transfer and installation Services will be coordinated within the same project scope and, wherever possible, using the same onsite technician
- Client System must have the operating system preloaded or already installed

## Excluded Services

- Transfer of data in an event separate from the corresponding Base Service event
- Data and settings transfer using tools other than the tool(s) Dell designates for the performance of the Service by Dell's personnel and the fulfillment of Customer's obligations
- Transferring data for user accounts to alternate domains
- Any backup of data or recovery of data, including disaster recovery
- Separate scheduling of the transfer and installation services
- Scripting for application installations
- Transferring of applications or software. Software applications are installed/reinstalled not transferred
- Installation of operating system software
- Customization and/or personalization of software (beyond what is required to ensure software is properly installed)
- Transferring data from or to non-Windows based operating systems
- Configuration of security software such as anti-virus/spyware/malware software
- Installation or configuration of enterprise software
- Any activities other than those specifically set forth in this Service Attachment E

## Customer Responsibilities

Customer agrees to the following specific responsibilities:

- Provide Dell with the software (e.g. the script, USB or CD/DVD) required to perform application installation
- Test and verify that the software application operates according to the Customer's needs on the supported hardware platform(s) that will be purchased. Dell will not be held responsible for errors or non-compatibility issues that arise during the software installation process which result from Customer's failure to test and verify software compatibility
- Provide any and all software licensing required and provide the technician with an adequate quantity of installation media and installation instructions
- As required for application installation, grant technician access to the Customer's network to perform the Services
- Customer's network meets a minimum standard ethernet 100Mbps switched subnets, and provides 5-10 Mbps throughput at the Client System
- Maintain a stable network infrastructure across all Customer sites

- Ensure the Client System is attached to a local area network and has Internet access
- If external media is required, the Customer must provide USB/external media
- If applicable, provide cloud storage, external drive or media

#### **Additional Terms and Conditions**

- Reasonable attempts will be made to transfer the Customer's data however if after several attempts and for reasons outside the technician's control, the transfer is deemed unfeasible, then the Service may not be performed
- Customer acknowledges and agrees that Customer is the data controller of any data contained in any Legacy System or elsewhere in Customer's environment that is directed by Customer to be included within the scope of this Service, as such data may be defined by each country including, but not limited to, the European Union (EU), and Dell is the data processor for Customer hereunder in its performance of the Services. Customer acknowledges and agrees that Customer is responsible for compliance with applicable data privacy laws in each country as the data controller and that Dell is responsible for compliance with applicable data privacy laws in each country as the data processor, pursuant to the adoption of the EU model Clauses as set forth in the Customer's Agreement to purchase the Client System(s) and Service(s). Customer will immediately notify Dell and work with Dell in good faith to resolve any related matter if Customer becomes aware of any lapse, defect, deficiency or other problem in connection with incorporation of the EU Model Clauses into this Agreement

# Attachment F

## Onsite Network or Shared Device

### Onsite Network or Shared Device Add-on

This Add-on Service option provides for the onsite setup of a non-Client System device that is typically shared, often over a network, among multiple end users (the “Onsite Network or Shared Device Service” or “Onsite Network or Shared Device Add-on”) as set forth more specifically in this Attachment F.

#### Onsite Network or Shared Device Features

##### Network Device Installation

Network Device Installation includes the installation of a network creating devices (e.g., wireless router), a non-deskside network device (e.g., centralized shared office network printer), a display device (e.g., TV with networking capabilities) or a local peripheral device directly connected to the Client System (e.g. a scanner) up to 100 lbs. (45 kg) in weight. The Onsite Network or Shared Device Service includes:

- Unboxing and physical set up of the device
- Plugging of power cords into electrical sources
- If applicable, connection of network cables
- Movement of all boxes, packaging materials and debris to a disposal area within the building where the deployment Services are provided
- Cleaning of the installation area so that it is substantially returned to its original condition

##### Network Creating Device

For the installation of a network creating device, the Onsite Network or Shared Device Service also includes the following features:

- Configuration of basic end-user network (wireless or wired)
- If applicable, configuration of security settings
- If applicable, configuration of a peer-to-peer workgroup
- Testing to ensure the Client System is able to connect to the new network

##### Non-Deskside Network Device

For the installation of a large, non-deskside network device, the Onsite Network or Shared Device Service also includes the following features:

- Connection to an existing network (e.g. domain based or peer-to-peer)
- If applicable, joining of device to domain and issuance of IP address
- Basic configuration of the network device for use to confirm proper functionality
- Testing to ensure the network device functions (e.g. printing a test page for a shared network printer)

## **Display Device**

For the installation of a display device, the Onsite Network or Shared Device Service also includes the following features:

- Connection of device to input and output sources
- Configuration of device for use (e.g., initial setup, adjusting color settings... etc.)
- If applicable, placement of device on a pre-installed Customer-provided stand or mounting hardware
- If applicable, connection to an existing network

## **Local Peripheral Device**

For the installation of a Local Peripheral Device, the Onsite Network or Shared Device Service also includes the following features:

- Basic configuration of the local peripheral device for use to confirm proper functionality
- If applicable, enable network sharing

## **Corresponding Base Services**

The Onsite Network or Shared Device Add-on is available for purchase with the following Base(s):

- Onsite Client Installation Base (and its corresponding add-ons)
- Trip Charge for Onsite (and its corresponding add-ons)

## **Service Requirements**

In order to execute this Service, the following conditions must be met:

- Customer must purchase a corresponding Base Service
- Customer must purchase an individual Onsite Network or Shared Device Add-on for each device to be installed

## **Excluded Services**

- Installation of a Onsite Network or Shared Device weighing more than 100 lbs. (45 kg)
- Running new cabling/wiring for devices (i.e. power, input/output, network... etc.) which requires specialized tools or construction
- Installation requiring light construction or specialized tools
- Installation of an enterprise or server network (e.g. creating a domain)
- Installation of software not required for the peripheral to function
- Configuration or customization of peripheral software
- Any activities other than those specifically set forth in this Service Attachment F

## **Customer Responsibilities**



Customer agrees to the following specific responsibilities:

- If applicable, provide stands, mounting hardware, or other specialized hardware prior to the Onsite Network or Shared Device Service
- Ensure proper cabling, power and Customer's network are available and accessible prior to the Onsite Network or Shared Device Service

# Attachment G

## Onsite [Configuration] Extra Technician Time

### Onsite [Configuration] Extra Technician Time Add-on

This Add-on Service option provides for additional technician time as part of an onsite Service (the “Onsite Extra Technician Time” or “Onsite Configuration Extra Technician Time”) as set forth more specifically in this Attachment G.

#### Onsite Extra Technician Time Features

- Technician to perform Customer-directed client deployment activity for a predetermined period of time (e.g. post-installation onsite support)
- Onsite Extra Technician Time is available in hourly, 4-hour and 8-hour increments

“Onsite Extra Technician Time” should be used to cover physical activities (e.g. physically moving Client System or preparing sites for the Service(s)... etc.) while “Onsite Configuration Extra Time” should be used for changes such as software configuration, answering questions or customization of the Client System.

#### Corresponding Base Services

Onsite Extra Technician Time Add-on is available for purchase with the following Base(s):

- Onsite Client Installation Base (and its corresponding add-ons)
- Trip Charge for Onsite (and its corresponding add-ons)
- Trip Charge for Onsite Configuration (and its corresponding add-ons)

#### Service Requirements

In order to execute this Service, the following conditions must be met:

- Customer must purchase a corresponding Base Service
- Scheduling of Onsite Extra Technician Time will be contiguous, at a single deployment site, and must occur in the same business day

#### Excluded Services

- Non-client deployment-related activities, or any Services which a client deployment technician would not be qualified to perform
- Provision of any software or hardware
- Any activities other than those specifically set forth in this Service Attachment G

#### Customer Responsibilities

Customer agrees to the following specific responsibilities:

- Review desired Services during service review with the Dell designated representative
- Provide detailed instructions to the technician once at the Customer's onsite location
- Keep activities to the allotted time frame of Onsite Extra Technician Time

# Attachment H

## Onsite Operating System or Image

### Onsite Operating System or Image Add-on

This Add-on Service option provides the installation of or changes to the operating system of the Client System, or alternatively, loading an image onto the Client System (the “Onsite Operating System or Image” or “Onsite Operating System or Image Add-on”) as set forth more specifically in this Attachment H.

#### Onsite Operating System or Image Features

##### Operating System (OS) Installation or Upgrade

- Install (or reinstall) the OS of a Client System
- Boot new Client System and verify OS was successfully installed

##### Image Load

- Loading of Customer-provided image onto the Client System
- Basic functionality test(s) conducted to ensure the OS image is installed successfully
- Image can be loaded using either Customer-provided media, or network, where available

##### Software Installation

- Installation of a Client System application(s) via Customer provided internet download, manual script, USB or CD/DVD

##### Corresponding Base Services

Onsite Operating System or Image Add-on is available for purchase with the following Base(s):

- Onsite Client Installation Base (and its corresponding add-ons)
- Trip Charge for Onsite Configuration (and its corresponding add-ons)

##### Service Requirements

In order to execute this Service, the following conditions must be met:

- Customer must purchase a corresponding Base Service
- Customer must provide all necessary licensing, adequate quantity of installation media and installation instructions to the Dell technician upon arrival at Customer site

## Excluded Services

- Procurement of any software or hardware
- Customization and/or personalization of software (beyond what is required to ensure software is properly installed)
- Creation or testing of the Customer image
- Provision of media or infrastructure needed for image loading
- De-installation or re-installation of any existing hardware products or software applications (excluding the OS)
- Backup of Customer data or recovery of Customer data, including disaster recovery.
- Transferring applications or scripting for application installations at the system
- Any activities other than those specifically set forth in this Service Attachment H

## Customer Responsibilities

Customer agrees to the following specific responsibilities:

- Verify and validate that the Client System compatibility requirements for the OS being installed, or image to be loaded, has been met
- Supply all software, hardware, related equipment (e.g., rack, router, cables, etc.), and network server access required for imaging process, where required
- Supply all applicable software licensing or drivers for hardware installation
- If applicable, back-up any data or programs. **DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS RELATED TO THE CUSTOM BIOS SETTINGS.**
- As applicable, provide Dell with the software (e.g. the script, USB or CD/DVD) required to perform application installation
- Test and verify that the software application operates according to the Customer's needs on the supported hardware platform(s) that will be purchased. Dell will not be held responsible for errors or non-compatibility issues that arise during the software installation process which result from Customer's failure to test and verify software compatibility.
- Customer is responsible for any and all software licensing requirements and will provide the technician with an adequate quantity of installation media and installation instructions
- As required for application installation, grant technician access to the Customer's network to perform the Services
- Customer's network meets a minimum standard ethernet 100Mbps switched subnets, and provides 5-10 Mbps throughput at the Client System
- Maintain a stable network infrastructure across all Customer sites
- Ensure the Client System is attached to a local area network and has Internet access

# Attachment I

## Onsite Internal Component

### Onsite Internal Component Add-on

This Add-on Service option provides certain hardware updates to a Client System (the “Onsite Internal Component” or “Onsite Internal Component Add-on”) as set forth more specifically in this Attachment I.

#### Onsite Internal Component Features

##### Onsite Internal Component Installation

This feature includes installing internal removeable components of a Client System such as memory, a sound card, a video card, internal laptop keyboard, a secondary hard drive, or an optical drive.

- Open chassis of Client System
- If applicable, removal of required component from Legacy System
- Install component and ensure it is properly seated and close Client System
- Re-attach all necessary cables and power up Client System
- Confirm Client System identifies component correctly
- Load driver(s), if necessary

##### Corresponding Base Services

Onsite Internal Component Add-on is available for purchase with the following Base(s):

- Onsite Client Installation Base (and its corresponding add-ons)
- Trip Charge for Onsite (and its corresponding add-ons)

##### Service Requirements

In order to execute this Service, the following conditions must be met:

- Customer must purchase a corresponding Base Service
- Customer must provide hardware component to be installed to the Dell technician upon arrival at Customer site

##### Excluded Services

- Procurement of any software or hardware
- Removal or installation of any non-removable Client System components (e.g. hardwired to the motherboard)
- Any activities other than those specifically set forth in this Service Attachment I

##### Customer Responsibilities

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Customer agrees to the following specific responsibilities:

- Supply hardware to be installed
- Verify the compatibility and Client System requirements for hardware being installed
- Supply all applicable software licensing or drivers for hardware installation
- If applicable, back-up any data or programs. **DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS RELATED TO THE CUSTOM BIOS SETTINGS**

# Attachment J

## Onsite Client Configuration

### Client Configuration Add-on

This Add-on Service option provides for customization and modification to the Client System (the “Client Installation Service(s)”) as set forth more specifically in this Attachment J. Activities included are asset tagging with report, and BIOS settings

#### Client Configuration Features

##### Asset Tagging and Report

- Placement of a Customer-provided on the Client System
- Pre-defined reporting detailing Client System information:
  - The following fields are available: asset tag number, line of business, model number, computer name, Client System location, Dell service tag, express service code
  - The one-time report will be provided to Customer in Microsoft Excel spreadsheet format.

##### BIOS Settings

- Customized BIOS settings for the Client System, selected by Customer, as available

##### Corresponding Base Services

Client Configuration Add-on is available for purchase with the following Base(s):

- Onsite Client Installation (and its corresponding add-ons)
- Trip Charge for Onsite (and its corresponding add-ons)
- Trip Charge for Onsite Configuration (and its corresponding add-ons)

##### Service Requirements

In order to execute this Service, the following conditions must be met:

- Customer must purchase a corresponding Base Service
- Customer will consult with the designated Dell representative or Dell Sales to ensure availability of desired BIOS setting customization for the specific Client System
- Customer must specify the location of asset tag on the Client System

##### Excluded Services

- Procurement of the asset tag
- Troubleshooting or technical support for Customer image with customized BIOS settings



- Testing Customer-specific application or hardware for compatibility with the Customer's image and customized BIOS settings
- Any activities other than those specifically set forth in this Service Attachment J

**Customer Responsibilities**

- Procure asset tag to be placed on the system
- Test and verify that the BIOS customizations requested operate according to Customer's requirements on the Client System. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS RELATED TO THE CUSTOM BIOS SETTINGS.

# Attachment K

## Onsite Software

### Onsite Software Add-on

This Add-on Service option provides for the installation of software on a Client System or Legacy Client System (the “Onsite Software”, “Software”, “Onsite Software Add-on” or “Software Add-on”) as set forth more specifically in this Attachment K.

#### Onsite Software Features

##### Onsite Software Installation

- Installation of a single Client System application via Customer provided internet download, manual script, USB or CD/DVD
- As applicable, assistance with product activation and applying updates
- Basic configuration of software for use (such as a remote desktop application) to confirm proper functionality
- As applicable, uninstalling the software application as requested by the Customer
- As applicable, upgrading software application version

##### Corresponding Base Services

Software Add-on is available for purchase with the following Base(s):

- Onsite Client Installation (and its corresponding add-ons)
- Trip Charge for Onsite Configuration (and its corresponding add-ons)

##### Service Requirements

In order to execute this Service, the following conditions must be met:

- Customer must purchase a corresponding Base Service
- Customer must provide all necessary licensing, adequate quantity of installation media and installation instructions to the Dell technician upon arrival at Customer site
- Client System must have the operating system preloaded or already installed

##### Excluded Services

- Installation of multiple software applications (without the purchase of multiple Software Add-ons)
- Customization and/or personalization of software (beyond what is required to ensure software is properly installed)
- Any backup of data or recovery of data, including disaster recovery
- Transferring applications or scripting for application installations at the system

- Configuration of security software such as anti-virus/spyware/malware software
- Installation or configuration of enterprise software
- Any activities other than those specifically set forth in this Service Attachment K

### **Customer Responsibilities**

- Provide Dell with the software (e.g. the script, USB, or CD/DVD) required to perform application installation
- Test and verify that the software application operates according to the Customer's needs on the supported hardware platform(s) that will be purchased. Dell will not be held responsible for errors or non-compatibility issues that arise during the software installation process which result from Customer's failure to test and verify software compatibility
- Customer is responsible for any and all software licensing requirements and will provide the technician with an adequate quantity of installation media and installation instructions
- As required for application installation, grant technician access to the Customer's network to perform the Services
- Customer's network meets a minimum standard ethernet 100Mbps switched subnets, and provides 5-10 Mbps throughput at the Client System
- Maintain a stable network infrastructure across all Customer sites
- Ensure the Client System is attached to a local area network and has Internet access