

# Service Description

## Dell Configuration Services

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### Introduction to your service agreement

Dell's Configuration Services (each a "Service" or "Configuration Service" and together the "Configuration Services" or "Services") are a portfolio of services that include: hardware and software settings, operating system settings, software image load, application installation, device provisioning, asset reporting, asset identification and tagging and hardware component integration with your new Dell Precision™, Dell OptiPlex™, Dell Latitude™, Dell XPS™ Notebooks, and Dell PowerEdge™ systems(s) ("Supported Dell Systems") as they are being built. Chromebook™ Enterprise Enrollment supports Dell Chromebook™ systems.

### The scope of your service agreement

Configuration Services are offered by Dell for Supported Dell Systems and include but are not limited to:

1. Imaging Services (custom services further detailed in Service Attachment (1));
2. Asset Tagging Services (custom services further detailed in Service Attachment (2));
3. Asset Reporting Services (custom services further detailed in Service Attachment (3));
4. Hardware Configuration Services (custom services further detailed in Service Attachment (4));
5. Software Configuration Services (custom services further detailed in Service Attachment (5));
6. Standard Configuration Services (further detailed in Service Attachment (6));
7. Chromebook Enterprise Enrollment (further detailed in Custom Service Attachment (7));
8. Factory Provisioning (further detailed in Service Attachment (8));
9. Connected Configuration (further detailed in Service Attachment (9));
10. Connected Provisioning (further detailed in Service Attachment (10)).
11. Ready Image Service (further detailed in Service Attachment (11))

*Please Note:* The Service Attachments to this Service Description include the specifications for each Configuration Service offered by Dell. Only the Service Attachment(s) for the Configuration Services identified on the Customer's invoice, order acknowledgment or purchase order shall apply to that specific purchase by Customer.

Customer may purchase one or more of the above Configuration Services from Dell for a per-system fee to be determined between the parties. In many cases, these services can only be performed once, or are only performed in the actual production environment. As such these services cannot be redone in case of a system return/replacement, component return/replacement or service event. The specific Configuration Service(s) which Customer is purchasing and the associated price for such Configuration Services shall be indicated on Customer's invoice, order acknowledgment or purchase order. By purchasing these Configuration Services from Dell, Customer agrees to be bound by all terms and conditions set forth in this Service Description, including the applicable Service Attachment(s) and the applicable Customer master services agreement or Dell's terms of sale applicable to commercial customers, available at [www.Dell.com/terms](http://www.Dell.com/terms) (as applicable).

### Optional Services

Each currently available Configuration Service is detailed in the Service Attachments to this Service Description. Additional services (including, optional services or related consulting, managed, professional, support or training



services) may be available for purchase from Dell. Additional services will require a separate Services Agreement with Dell.

## Customer Responsibilities

For each Configuration Service ordered by Customer hereunder, Customer shall

- provide Dell with access to appropriate Customer personnel to support the provision and delivery of the Configuration Services;
- acquire all necessary licenses, rights, regulatory certifications, and other permissions necessary with respect to third-party software (excluding the OEM Operating System License which Dell supplies as part of the sale of supported hardware platforms) or other third-party elements, for Dell to perform the Configuration Services;
- as applicable<sup>1</sup>, complete, verify accuracy, approve and return Technical Specification Form;
- as applicable, provide a signed Image Export Compliance certificate to Dell and/or provide any and all reasonable assistance Dell requests to obtain any export license required to perform the Configuration Services;
- certify that any and all Third-Party Products (images or otherwise, as defined below) provided to Dell do not contain Personally Identifiable Information; AND
- as applicable<sup>2</sup>, order a Review Unit or log in via the Dell Online First Article (OFA) service (regional availability of OFA varies) for inspection, and approval based on the Configuration Services being purchased (a "Customer Review Unit"). The Customer agrees to a 2-business day configuration review process when using the Online First Article service; Customers will have a secure Customer log in that will expire by the second day at 11:59pm Customer's local time.

In the event Customer elects not to order a Customer Review Unit, any mismatched application versions, device manager conflicts, or other performance issues with your Configuration Services, will likely be replicated on all systems shipped to you by Dell. Dell continued provision of the Services and/or processing of your volume orders in accordance with the terms of this Service Description, any relevant master services agreement or Dell purchase order, shall be deemed to release Dell from any liability or responsibility for any issues which would have been reasonably prevented by ordering and validating your Configuration Services on a Customer Review Unit.

## Terms and Conditions

**Configuration Services Project.** The delivery of certain Configuration Services by Dell is accomplished by development and management of a "Configuration Services Project"<sup>3</sup>. Each order for Configuration Services which Customer places in conjunction with a purchase of a new Supported Dell Systems may be managed by Dell as a unique Configuration Services Project. If Customer orders multiple Configuration Services in conjunction with a purchase of new Supported Dell Systems, they may be combined under a single Configuration Services Project; if applicable, where specific system types prevent the combination of Configuration Projects, they will be treated as separate Configuration Services Projects. Each Configuration Services Project may be described in a Technical Specification Form or Statement of Work that Customer will review and approve prior to Configuration Services being rendered. Customer modifications to an existing Configuration Services Project, including adding new

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<sup>1</sup> If Customer purchases Standard Configuration Services pursuant to Attachment 6, no Technical Specification Form will be sent to the Customer in connection with their order.

<sup>2</sup> If Customer purchases Standard Configuration Services pursuant to Attachment 6, no Technical Specification Form will be sent to the Customer in connection with their order.

<sup>3</sup> If Customer purchases Standard Configuration Services pursuant to Attachment 6, the delivery of their Configuration Services will not be a Configuration Services Project.



hardware, images, applications, peripherals, and documents, porting an image to a new Operating System or applying an image to a different Supported Dell System will be treated as a separate Configuration Services Project.

**Dell Partners.** Dell may use affiliates and subcontractors to perform Configuration Services. Configuration Services may be performed outside the country in which Customer and/or Dell is located. From time to time, Dell may change the location where Configuration Services are performed and/or the party performing the Configuration Services; provided however, Dell shall remain responsible to Customer for the delivery of Configuration Services.

**Customer Partners.** Customer may use third parties (e.g., contractors, agents, System Integrators and/or Channel Partners) to represent Customer and work with Dell to the extent necessary for the Configuration Services to be provided to Customer (“Customer Partners”). Customer is solely liable for all acts or omissions of its Customer Partners. Customer further agrees to indemnify and hold Dell harmless on demand from any and all damages, costs and expenses (including legal fees and costs of court or settlement) arising out of or in connection with any act or omission of each Customer Partner in its capacity as a representative of Customer, regardless of the form of action.

**Cancellation.** Subject to the applicable product return and services cancellation policy for Customer’s geographic location (whether specified in a Service Description, regional country webpage and/or proposal, or imposed by local laws), Customer may terminate the Configuration Services in conjunction with the permissible cancellation of the purchase of the Supported Dell Systems by providing Dell with written notice of cancellation. Customer may not cancel Configuration Services otherwise except as provided by an applicable state/country/province law and if such can be varied by agreement, by local regional proposal and/or cancellation policies which can be found on the applicable country page for Customer’s purchase on dell.com.

Dell may cancel the Configuration Services, including any Configuration Services Project in process, at any time during the term of this Service Description for any of the following reasons:

- Customer fails to pay the total price for the Configuration Service in accordance with the invoice terms; or
- Customer fails to abide by all of the terms and conditions set forth in this service agreement.

If Dell cancels Configuration Services, 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 local 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.

**Third-Party Products.** “Third-Party Products” shall mean any hardware, Configuration Services Parts (as defined in Attachment 4 hereto), software or other tangible or intangible materials (either provided by Customer to Dell or procured by Dell at Customer’s direction) that are used by Dell in conjunction with the Configuration Services. Customer warrants to Dell that it has obtained any licenses, consents, regulatory certifications or approvals required to hereby grant Dell and Dell Partners, as described above including their respective subcontractors and employees, the right and license to access, copy, distribute, use and/or modify (including creating derivative works) and/or install the Third-Party Products without infringing or violating the ownership or license rights (including patent and copyright) of the providers or owners of such Third-Party Products. EXCEPT AS AGREED TO IN WRITING BETWEEN CUSTOMER AND DELL, DELL HEREBY DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, RELATING TO THIRD-PARTY PRODUCTS. Third-Party Products shall be exclusively subject to terms and conditions between the Third-Party and Customer. DELL HEREBY DISCLAIMS ANY AND ALL LIABILITY FOR ANY EFFECT THAT THE CONFIGURATION SERVICES MAY HAVE ON ANY WARRANTES FOR THIRD-PARTY PRODUCT. To the maximum extent permitted by applicable local law, Dell shall have no liability for Third-Party Products and Customer shall look exclusively to the third-party provider for any damages or liability with respect to the provision of such Third-Party Products.



**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. 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 Configuration Services 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.**

**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 Configuration Imaging Services, 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 Configuration Imaging Services (the “Image Export Compliance Certification”). In selected countries, export certifications may be required in conjunction with other Configuration Services (e.g., Configuration Asset Services, Hardware Configuration Services, or Software Configuration Services). Any required export certification must be completed, signed and returned to Dell prior to the applicable Configuration Services being implemented by Dell. In the event Dell is required to obtain an export license for Third-Party Products in order to deliver the Configuration Services, Customer hereby agrees to provide Dell, at no charge, any and all reasonable assistance Dell requires to obtain such export license.

**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 Configuration Services, 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.

**Technical Specifications Notice and Disclaimer.** Customer is responsible for determining Customer technical specifications for the Configuration Services and, if applicable, for ensuring that those technical specifications are properly documented to Dell in a verified and approved “Technical Specification Form”. Customer acknowledges that the Configuration Services are of Customer’s choosing. Dell shall be entitled to rely on the Technical Specification Form. Dell is not responsible for liability or damage arising from the provision of Configuration Services performed in accordance with Technical Specification. If Dell is of the reasonable view that the proposed Configuration Services are not technically feasible, Dell reserves the right to refuse to proceed with the provision of the Configuration Services. Dell makes no warranty that the Configuration Services 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 Configuration Services Project or its respective Technical Specification Form that has resulted from: (i) a requested change in the scope of a Configuration Services 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.

**Transfer of Service.** Customer may not transfer Configuration Service, or any rights conferred to Customer by this Service Description to a third-party.

**Configuration Services Availability.** Configuration Services may not be available in all geographic locations. Online First Article service is not available in all geographies. Asset Tagging and Asset Reporting are also



available on select peripherals (e.g. monitors, printers, racks) within the Americas, Europe, Middle East, and Africa regions. Configuration Services are available on Dell Precision, Dell OptiPlex, Dell Latitude, Dell XPS Notebooks, and Dell PowerEdge system(s).



## Additional Terms and Conditions

This Service Description is entered between you, the customer (“you” or “Customer”), and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer’s separate signed master services agreement with Dell 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 Dell Services	
	Customers Purchasing Dell Services Directly From Dell	Customers Purchasing Dell Services Through an Authorized Dell Reseller
United States	<a href="http://www.dell.com/CTS">www.dell.com/CTS</a>	<a href="http://www.dell.com/CTS">www.dell.com/CTS</a>
Canada	<a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English) <a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)	<a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English) <a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)
Latin America & Caribbean Countries	Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicesdescriptions/global">www.dell.com/servicesdescriptions/global</a> .*	Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicesdescriptions/global">www.dell.com/servicesdescriptions/global</a> .*
Asia-Pacific-Japan	Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicesdescriptions/global">www.dell.com/servicesdescriptions/global</a> .*	Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell 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 service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell 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="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicesdescriptions/global">www.dell.com/servicesdescriptions/global</a> .*  In addition, customers located in France, Germany and the UK can select the applicable URL below: France: <a href="http://www.dell.fr/ConditionsGeneralesdeVente">www.dell.fr/ConditionsGeneralesdeVente</a> Germany: <a href="http://www.dell.de/Geschaeftsbedingungen">www.dell.de/Geschaeftsbedingungen</a> UK: <a href="http://www.dell.co.uk/terms">www.dell.co.uk/terms</a>	Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell 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 service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell 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.

\* Customers may access their local [www.dell.com](http://www.dell.com) website by simply accessing [www.dell.com](http://www.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 <http://www.dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen>.

Notwithstanding these master service agreements, in the event of an irreconcilable conflict between the provisions set forth in this Service Description and the applicable Customer master services agreement, Customer hereby agrees the provisions set forth in this Service Description, being agreed upon subsequent to those of the applicable master agreement, shall govern. To the extent that any terms of this Service Description conflict with any terms of



the Agreement, the terms of this Service Description will prevail, but only to the extent of the specific conflict, and will not be read or deemed to replace any other terms in the Agreement which are not specifically contradicted by this Service Description.

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 [www.dell.com/servicesdescriptions/global](http://www.dell.com/servicesdescriptions/global).

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 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.

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Microsoft's trademarks, e.g., "Azure, Intune, Microsoft, Windows" are trademarks of the Microsoft group of companies."



# Attachment 1

## Configuration Services Imaging Services

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### Service Overview

Configuration Services Software Imaging Services (or “Configuration Imaging Service(s)”) offer a convenient and efficient way for a Customer to custom develop a set of associated software applications and settings with their Operating System (“Image”) in connection with their purchase of new supported Dell Systems. Dell’s Configuration Services processes validate and test the Customer’s image for installation in the Dell factories and will load the image within the manufacturing processes enabling Customer’s Image to be applied to Customer’s Supported Dell Systems as they are being manufactured.

### Service Procedures & Dell Responsibilities

The process for each Configuration Services Project which includes Configuration Imaging Services is as follows:

#### Project Initiation

- Configuration Services project manager or Dell Sales works with Customer to document and capture Customer’s technical requirements in the Technical Specification Form.
- Customer validates accuracy and verifies requirements by approving and returning Technical Specification Form to Dell.
- Customer reviews, approves, and returns Export Compliance Form to Dell certifying that the Image submitted by Customer may be exported by Dell outside of the country where the Image is submitted to Dell. Export Certification is required upon initial Configuration Services project set-up.
- Customer provides Image to Dell. The Image may be submitted to Dell by the Dell File Transfer Application (FTA), Dell Image Assist, or by mailing in DVD/USB media or hard drive.
- The Customer agrees to a 2-business day configuration review process when using the Online First Article service; Customer’s will have a secure log in that will expire by the second day at 11:59pm Customer’s local time.

#### Project Development

- If applicable, Configuration Services engineer develops the Configuration Services Project to enable factory loading of the Customer’s Image and to set any customizations requested by the Customer.
- Image is validated and tested within Dell manufacturing processes, ensuring that Customer’s Image will load properly during initial manufacturing system build.

#### Project Completion

- Manufacturing factory processes will ensure that your Image is replicated as supplied to Dell. If custom imaging is purchased, Customer is strongly advised to order a Customer Review Unit for inspection or log into via the Dell Online First Article service, and confirmation that the Image is fully tested and validated in Customer’s environment before being promoted for volume orders.
- Project is ready for volume orders.





## Customer Responsibilities

Prior to submitting each Image to Dell, Customer shall:

- Retain a copy of such Image. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS ON ANY IMAGE OR ON ANY SUPPORTED HARDWARE PLATFORMS.
- Create, test and verify that the Image operates according to the Customer's needs on the supported hardware platform(s) that will be purchased.
- If applicable, Image must contain all drivers required to support the hardware documented in the Technical Specification Form. Dynamic Images provided utilizing the Dell Image Assist tool or custom task sequence deployments for boot in the factory imaging will not require complete driver support.
- Verify Image does not contain Personally Identifiable Information.
- If applicable, complete, validate accuracy and verify requirements by approving and returning Technical Specification Form to Dell.
- Ensure you notify Dell if requesting to utilize the Dell Online First Article service to approve your configuration. Customer agrees to the 2-business day configuration review process. Customer log in information will expire by the second day at 11:59pm Customer's local time. During initial Configuration Services Project development, complete the Image Export Compliance Certificate certifying that the Image submitted by Customer may be exported by Dell outside of the country where the Image is submitted to Dell.
- Provide the product key for the operating system if the operating system is not Dell OEM.
- If applicable, ensure the Configuration Imaging Services meet Customer's requirements by ordering, or utilizing the Dell Online First Article configuration review service.
- Approve Image.

## Service Requirements:

- Images must be provided within the Windows Imaging file format (WIM) created using Dell Image Assist or Microsoft toolsets. Check with the Configuration Services project manager for capability of using other imaging tools. Customer is responsible for the selection and licensing of Customer's imaging tool.
- Configuration Imaging Services are available for Images built using major operating systems (e.g., select non-consumer Microsoft Windows Operating Systems, and certain Linux variations). Check with Configuration Services project manager for capability on other operating systems.
- Image must be validated on supported hardware platforms for the configurations that will be purchased. If Customer does not have the specific supported hardware platform/configuration, the Customer should purchase a development system to use when building and testing the Image.

## Not Included with Configuration Imaging Services:

- Provision or licensing of any third-party software, operating systems or other elements contained within the Image
- Physical installation of any hardware or software that is not related to Configuration Imaging Service.
- Creation of an Image.
- Troubleshooting or technical support for Image creation.
- Testing customer-specific applications or hardware for compatibility with the Image.
- Any activities other than those specifically set forth in this Service Attachment.



## Optional Configuration Imaging Services

**CD / DVD / USB Image Restore Media.** This Configuration Imaging Service offers a convenient and efficient way to obtain a copy of the final production Customer Image that is currently being installed on new Supported Dell Systems. This Service may only be purchased in conjunction with a Configuration Services Project which includes Configuration Imaging Services. The CD/DVD/USB Image restore media enables Customers to restore a Supported Dell System back to its original delivery state at the Customer's site. The Restore Image Media may only be used to restore images on Supported Dell Systems that Dell provided Configuration Imaging Service in conjunction therewith. **THE RESTORE IMAGE WILL NOT RESTORE USER DATA, THE DELL UTILITY PARTITION, OR BE UPDATED TO INCLUDE OTHER CHANGES OR MODIFICATIONS MADE TO AN IMAGE AFTER THE RESTORE IMAGE IS DELIVERED TO CUSTOMER.** CD/DVD/USB Image restore media may not be available for all operating systems (e.g. Linux), contact your Configuration Services project manager for Image restore media availability.

### Dell System Restore

This optional Configuration Imaging Service allows you to rebuild a system from a hidden partition on the hard disk when a custom image is loaded by Dell in the factory. The Service restores images on certain Dell client systems only (Dell Precision, Dell OptiPlex, and Dell Latitude) from an image stored within a hidden partition located on the local hard disk of the computer.

The Dell System Restore menu and screens are in English only. The service may only be purchased in conjunction with a Configuration Service Project which includes Configuration Imaging Service. This restore image service is limited to the specifications of the image, and any data or functionality not specifically included in the image at the point of manufacture will not be restored e.g. user data, the Dell Utility Partition or any other changes or modifications made to an image after the system is delivered to Customer. Should the hidden partition become corrupted, hard disk fail, or be replaced, another restoration solution will be required. Dell System Restore operates with Microsoft Windows images. For more specific needs please speak with your Configuration Services project manager.

### Other Dell Imaging Services

For information regarding other Dell Configuration Imaging Services (e.g. Dell Image Assist, Microsoft® Configuration Manager, Microsoft® Deployment Toolkit, VMware Workspace ONE®), please contact your Configuration project manager.



# Attachment 2

## Configuration Services Asset Tagging Service

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### Service Overview

Configuration Services asset tagging service (“Asset Tagging Service(s)”) offers a convenient and efficient way for a Customer-supplied or Dell-generated asset tag to be placed onto new Supported Dell Systems as they are being manufactured, as well as offering capabilities for tagging external to system/platform boxes (e.g., shipping boxes and pallets). At the Customer’s request, this Service may also include the capability to program the system CMOS memory to include asset tag data on Customer’s system during the manufacturing process.

### Service Procedures & Dell Responsibilities

The process for each Configuration Services Project which includes Asset Tagging Services is as follows:

#### Project Initiation

- If applicable, Configuration Services project manager or Dell Sales works with Customer to document and capture Customer’s technical requirements in the Technical Specification Form.
- Position of the asset tag on system and/or peripheral, as well as data fields required, is determined with the Technical Specification Form.
  - The position/location of asset tag placement varies by hardware platform and asset tag type. Contact your Dell Sales Representative or your Configuration Services project manager for Supported Systems asset tag placement options.
- If applicable, Customer validates accuracy and verifies requirements by approving and returning Technical Specification Form to Dell.
- Customer provides consigned Third-Party Products (i.e., asset tags) to Dell if required.

#### Project Development

- If applicable, Configuration Services engineer develops asset tag or CMOS customization as documented in Technical Specification Form.
- Configuration Services Asset Tagging Service is tested in manufacturing processes.

#### Project Completion

- Customer is advised to order a Customer Review Unit for validation and inspection that Asset Tagging Services satisfy Customer’s requirements.
- Project is ready for volume orders.

### Customer Responsibilities. Customer shall:

- Provide all necessary information required to populate asset tag, including but not limited to Customer asset range, if Dell is generating the asset tag.
- If applicable, complete, verify accuracy, approve and submit Technical Specification Form.
- If applicable, ensure the location of the asset tag, as well as data fields required, is included within the Technical Specification Form.
- If applicable, provide any and all reasonable assistance Dell requests to obtain any export license required to perform the Configuration Services.
- Consider ordering a Customer Review Unit to ensure the Asset Tagging Services meet Customer’s requirements



- If applicable, participate with Dell procurement to provide adequate volumes of consigned (Customer-owned) Third-Party Products to Dell to fulfill Supported Dell System orders.

## Configuration Services Asset Tagging Service Requirements:

- Dell-generated asset tags are printed with black ink. Color printing is not available. The following Dell-generated asset tags are available:

### Americas:

1. Large 5" x 5" tags on matte white paper are for use on the outside of a system box.
2. Medium 1.5" x 3" tags on matte platinum polyester are for use on a system or peripheral.
3. Small 1" x 2" tags on glossy white polyester are for use on a system or peripheral

### Europe, Middle East, Africa (EMEA):

1. Large 127mm x 80mm tags on matte white paper are for use on the outside of a system box.
2. Medium 70mm x 38mm tags on matte platinum polyester are for use on a system or peripheral.
3. Small 50mm x 25mm tags on glossy white polyester label are for use on a system or peripheral.

### Asia Pacific, Japan (APJ):

1. Large 3" x 5" tags on glossy white polyester label are for use on the outside of a system box.
2. Medium 1.5" x 2" and Custom 2" x 3" tags on glossy white polyester label are for use on a system or peripheral.
3. Small 1"x2" tags on glossy white polyester label are for use on a system or peripheral.

### China:

1. Large 76.2mm x 50.0mm tags on glossy white polyester label are for use on the outside of a system box.
2. Medium 76.2mm x 38.1mm tags on glossy white polyester label are for use on a system or peripheral.
3. Small 50.8mm x 25.4mm tags on glossy white polyester label are for use on a system or peripheral.

- Customer-supplied (consigned) asset tags must be pre-printed, include perforation for single tag separation and in some regions (e.g. EMEA and APJ) must include a barcode. Check with your Configuration Services project manager for local requirements and restrictions on Customer-supplied asset tags.

## Not Included with Asset Tagging Services:

- Provision or licensing of any third-party software application.
- Physical installation of any hardware or software that is not related to the Asset Tagging Service.
- Printing asset tags on Customer-supplied label material.
- Any activities other than those specifically noted in this Service Attachment.



# Attachment 3

## Configuration Services Asset Reporting Services

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### Service Overview

Configuration Service Asset Reporting Services (“Asset Reporting Service(s)”) offer a convenient and efficient method for Customer to receive periodic reports detailing system and order information. The reports are provided to Customer on a frequency of the Customer’s choosing (daily, weekly, or monthly) as either a comma-delimited text file or Microsoft® Excel spreadsheet.

### Service Procedures & Dell Responsibilities

The process for each Configuration Services Project which includes Asset Reporting Services is as follows:

#### Project Initiation

- Configuration Services project manager or Dell Sales works with Customer to document and capture Customer’s technical requirements in the Technical Specification Form.
- Customer validates accuracy and verifies requirements by approving and returning Technical Specification Form to Dell.

#### Project Development

- Configuration Services engineer develops report as documented in Technical Specification Form.

#### Project Completion

- Project is ready for volume orders.

### Customer Responsibilities. Customer shall:

- Provide email address for report delivery.
- If applicable complete, verify accuracy, approve and submit Technical Specification Form.
- If applicable provide any and all reasonable assistance Dell requests to obtain any export license required to perform the Services.
- Ensure the Asset Reporting Service meets Customer’s requirements.

### Service Requirements:

- Customer will either receive blank asset reports or not receive asset reports if no systems have been ordered during the reporting period.
- Not all report date fields are available for all systems or peripherals. Check with Configuration Services project manager for particular and available report fields by system or peripheral type.

### Not Included with Asset Reporting Services:

- Provision or licensing of any third-party software application.
- Physical installation of any hardware or software.
- Printing asset tags or any activities other than those specifically noted in this Service Attachment.



# Attachment 4

## Configuration Services - Hardware Configuration-Service

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### Service Overview

Hardware Configuration Services offer a convenient and efficient way for a Customer to have certain non-standard hardware (“Configuration Services Parts”) installed in Supported Dell Systems during the manufacturing process for the new Supported Dell Systems (the “Hardware Configuration Service(s)”). This Service may also include Configuration Services Parts Replacement Services\* which offer Customers a way to obtain replacement of Configuration Services Parts which were procured and installed by Dell on Customer’s Supported Dell Systems during the initial manufacturing system build.

\*The availability of Configuration Services Parts Replacement Services varies by geographic region, please check with the Configuration Services project manager for regional limitations/variations.

### Service Procedures & Dell Responsibilities

The process initiation for each Configuration Services Project which includes Hardware Configuration Services is as follows:

#### Project Initiation

- Configuration Services project manager or Dell Sales contacts Customer to document and capture Customer’s technical requirements in the Technical Specification Form.
- Customer validates accuracy and verifies requirements by approving and returning Technical Specification Form to Dell.
- The Customer agrees to a 2-business day configuration review process when using the Online First Article service; Customer’s will have a secure Customer log in that will expire by the second day at 11:59pm Customer’s local time.
- Dell obtains Configuration Services Parts, or Customer may provide Configuration Services Parts to Dell.
- Configuration Services project manager works with internal Dell teams, or Customer, to establish inventory process for Configuration Services Parts.
- If applicable, regulatory certification requirements are received from Customer, for Configuration Services Parts (e.g. Customer receives regulatory certification from vendor who supplies Configuration Services Parts, vendor-received regulatory certification is passed on to Dell by Customer).

#### Project Development

- Dell completes a manufacturing test to confirm the instructions and scripts to enable factory integration of the Configuration Services Parts and any associated drivers executes in accordance with the Technical Specification Form.

#### Project Completion

- It is recommended that Customer orders a Customer Review Unit for inspection or utilize the Dell Online First Article configuration review service to approve their configuration.
- Approval that the Configuration Services Parts operate as designed is required by Customer. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS ON ANY CUSTOMER SYSTEMS.
- Project is ready for volume orders.



## Customer Responsibilities. Customer shall:

- Provide sufficient quantities of Configuration Services Parts (and associated software licenses if applicable) to Dell prior to the initiation of the Configuration Services Project, including any drivers required for the Configuration Services parts to operate properly.
- Certify the Configuration Services Parts provided by Customer do not contain Personally Identifiable Information and meet any applicable local regulatory requirements/certifications.
- Complete, verify accuracy, approve and submit Technical Specification Form.
- If applicable, complete Export Compliance Form certifying that any Configuration Services Parts may be exported by Dell outside of the country where the Configuration Services Parts were provided to Dell.
- Provide any and all reasonable assistance Dell requests to obtain any export license required by Dell to perform the Configuration Services.
- Create, test and verify that the Configuration Services Parts operate according to Customer needs on the configuration for the Supported Dell System that will be purchased. **DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS ON ANY CUSTOMER SYSTEMS**
- For Customer procured (consigned) Configuration Services Parts, participate with Dell throughout the project lifecycle to maintain adequate volumes of consigned Configuration Services Parts are provided to Dell to fulfill Customer's new orders for Supported Dell System for Dell procured Configuration Services Parts, participate with Dell throughout the project lifecycle by providing quarterly and annual unit forecasts to maintain ample supply for Customer's new orders for Supported Dell Systems and Customers requirements for replacement Configuration Services Parts under the Configuration Services Parts Replacement Services.
- Consider ordering a Customer Review Unit to ensure the Hardware Configuration Services meet Customer's requirements.
- Verify that Configuration Services Parts integration is compliant with applicable regional/local laws, regulations, and requirements. Check with Configuration Services project manager for any potential restrictions.

## Not Included with Hardware Configuration Service:

- Customization or configuration of any Configuration Services Parts provided by Customer or procured by Dell on behalf of Customer.
- Operability (e.g. performance and/or compatibility) of any Configuration Services configuration other than confirming the Configuration Services Parts are installed in accordance with the Technical Specification Form.
- Creation of hardware drivers.
- Trouble shooting or technical support specific for Configuration Services Parts.
- Revision or engineering changes to the Supported Dell System to accommodate Configuration Services Parts.
- Testing Configuration Services Parts for compatibility with the Customer's configuration or Image.
- Any activities other than those specifically noted in this Service Attachment.

## Configuration Services Parts Replacement Services & Support

- Configuration Services Parts Replacement Services are designed to use next business day service where available, when shipping replacement Configuration Services Parts to Customers. Next Business day service is typically available if the Customer places the replacement order via phone by 4PM in their respective time zone. If the order is placed after the 4PM time zone cut-off, the replacement Configuration



Services Part will be shipped the following business day, to be received by the Customer the following business day. NEXT BUSINESS DAY SERVICE ON CONFIGURATION SERVICES PARTS REPLACEMENT SERVICES IS NOT GUARANTEED.

- Configuration Services Parts Replacement Services are limited to Configuration Services Parts which are both procured and installed by Dell into a Supported Dell System at the time of initial system manufacture using Hardware Configuration Services. Configuration Services Parts that are procured by Dell, but NOT integrated into the product at the time of initial system manufacture are NOT available as part of the Configuration Services parts Replacement Service.
- Configuration Services Parts Replacement Service inclusions and exclusions are shown below. Dell reserves the right to change and update these inclusion/exclusion product lists without notice.

## Configuration Services Parts Replacement Services – Configuration Services Parts Inclusions

Configuration Services Parts Replacement Services are available on the following Configuration Services Parts:

### Client

- I/O Cards
- Internal cables
- 3rd party hard drives
- 3<sup>rd</sup> party removable hard drives
- 3<sup>rd</sup> party optical drives
- NICS
- Cards (media, sound, video, RAID)
- PCMCIA Kits

### Enterprise

- I/O Cards
- Digiboards
- NICS
- 3<sup>rd</sup> party hard drives
- 3<sup>rd</sup> party optical drives (CDRW, DVD, CDROMS)
- Cards (media, sound, video, RAID)

## Configuration Services Parts Replacement Services – Configuration Services Parts Exclusions

Configuration Services Parts Replacement Services are NOT available on the following Configuration Services Parts:

### Client

- Printers
- Scanners
- Routers
- Documentation
- Media
- Security Devices (e.g. locks, cables)
- 3<sup>rd</sup> party Monitors, Keyboards, Mice, Speakers
- Drop in the box items (e.g., palms, headsets, documentation)
- Consigned Hardware / parts
- Software
- POS hardware
- BIOS Settings / Configuration
- Asset Tagging
- Auto RAID
- BIOS Logos

### Enterprise

- Printers
- Scanners
- 3<sup>rd</sup> party bridges, routers, hubs, adapters & switches
- Documentation
- Media
- Security Devices (e.g. locks, cables)
- 3<sup>rd</sup> party Monitors, Keyboards, Mice, Speakers
- Drop in the box items (e.g., palms, headsets, documentation)
- Consigned Hardware / parts
- Software
- POS hardware
- BIOS Settings / Configuration
- Asset Tagging
- Auto RAID
- BIOS Logos





## Configuration Services Parts Replacement Process

Shipment of replacement Configuration Services Parts is determined by Dell after the Customer and Dell's Technical Support team troubleshoot the Supported Dell System using "reasonable effort" support. Should the technician find the problem to be the Configuration Services Part, a replacement order will be sent out to the Customer as outlined in the Configuration Services Parts Replacement Service and Support section above. For more information on the Dell technical support processes go to the following regional URL:

- ABU: [http://support.dell.com/support/topics/global.aspx/support/dellcare/contact\\_technical\\_support?c=us&l=en&s=gen](http://support.dell.com/support/topics/global.aspx/support/dellcare/contact_technical_support?c=us&l=en&s=gen)
- EMEA: <http://support.euro.dell.com/support/index.aspx?c=ud&l=en&s=gen>
- APJ: Contact your Configuration Services project manager for APJ Configuration Services Parts Replacement capabilities (limited offerings)

### Configuration Services Parts Replacement vs. Product Warranty

Configuration Services Parts Replacement Service is a value added 'exchange' service complementing Dell's Hardware Configuration Service offer; this service further complements Dell's warranty for Supported Dell Systems by giving the Customer a single point of contact to have Configuration Services Parts replaced. Configuration Services' PARTS REPLACEMENT SERVICE IS NOT A WARRANTY.

### Configuration Services Parts Replacement Service Limitations

- Configuration Services Parts Replacement Service is available for Configuration Services Parts which were procured and installed on Customer's Supported Dell Systems during the initial manufacturing system build using Hardware Configuration Services. If Customer purchases non tied parts, or purchases after the initial sale of the system, coverage reverts to manufacturer's warranty for such Configuration Services Part.
- Configuration Services Parts Replacement Service does not guarantee exact part replacement. Should industry supply and / or end-of-life activity impact part availability, Dell's fulfillment center will send out a similar, like part that may or may not be the exact same manufacturer and/or part number. Replacement Configuration Services Parts may be new or refurbished where permitted by local law.
- Configuration Services Parts Replacement Service coverage period is valid for the duration of the Supported Dell System's initial service contract (3-year maximum, or in accordance with local law, if greater than 3 years).
- Additional fees may apply for some Configuration Services Parts in some regions. Check with your Configuration Services project manager for local requirements and restrictions.
- Configuration Services Parts fulfillment will utilize original manufacturer's warranty that applies to Customer's Configuration Services Part, if applicable.

## BIOS Customization Services

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### Service Overview

Configuration Services BIOS Customization Services offer a convenient and efficient way for Customer to customize the Dell standard Basic Input/Output Settings ("BIOS") on new Supported Dell Systems as they are being manufactured (e.g., Customer's ability to "freeze" the version of the Dell standard BIOS to a particular revision, Customer's ability to promote their corporate Logo through BIOS Logo).

### Service Procedures & Dell Responsibilities

The process for each Configuration Services Project which includes Configuration Services BIOS Customization Services is as follows:



### **Project Initiation**

- Configuration Services project manager or Dell Sales works with Customer to document and capture Customer's technical requirements in the Technical Specification Form.
- Customer validates accuracy and verifies requirements by approving and returning Technical Specification Form to Dell.
- Ensure you notify Dell if requesting to utilize the Dell Online First Article service to approve your configuration.

### **Project Development**

- Configuration Services engineer develops scripts to enable factory setting of the BIOS customizations.
- BIOS customization process is tested during manufacturing process.

### **Project Completion**

- Customer is strongly advised to order a Customer Review Unit for inspection or utilize the Dell Online First Article configuration review service to approve their configuration and approve that the Configuration Services BIOS Customization Service operates as designed and required by Customer.
- Project is ready for volume orders.

## **Customer Responsibilities**

Customer shall:

- Create, test and verify that the BIOS customizations requested operate according to Customer's requirements on the Supported Dell System. **DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS RELATED TO THE CUSTOM BIOS SETTINGS.**
- Consider ordering a Customer Review Unit to ensure the customized BIOS settings meet Customer's requirements.
- Ensure you notify Dell if requesting to utilize the Dell Online First Article service to approve your configuration. Customer agrees to the 2-business day configuration review process; Customer log in information will expire by the second day at 11:59pm Customer's local time.
- Provide any and all reasonable assistance Dell requests to obtain any export license required by Dell to perform the Configuration Service.
- Ensure, by sending its mark, brand and/or logo to Dell that Dell and Dell Partners are fully authorized and/or granted a license or otherwise have rights to use such mark, brand and/or logo in accordance with the Customer's requirements.

## **Service Requirements:**

- Dell releases mandatory BIOS updates periodically. Mandatory BIOS updates apply to "frozen" BIOS. Customer may "re-freeze" BIOS at new updated level.
- Not all BIOS customization settings are available on all Supported Dell Systems. Customer should consult with the Configuration Services project manager or Dell Sales for particular setting capability by system type.

## **Not Included with Configuration Services BIOS Services:**

- Provision or licensing of any third-party software application.
- Physical installation of any hardware or software that is not related to the Configuration Services BIOS Customization Service
- Creation of custom BIOS settings outside of Dell's standard BIOS settings.



- 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 noted in this Service Attachment.



# Attachment 5

## Configuration Services - Software Configuration Services

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### Service Overview

Software configuration services (“Software Configuration Services”) assist Customer with installation of certain software applications or modify select operating system settings in connection with their purchase of new Supported Dell Systems. Dell’s Configuration Services processes validate the software application installation and operating system settings within the Dell factory loaded operating system in the manufacturing processes, so that Customer’s software applications and operating system settings are applied to Customer’s Supported Dell Systems as they are being manufactured.

### Service Procedures & Dell Responsibilities

The process for each Configuration Services Project which includes Software Configuration Services is as follows:

#### Project Initiation

- If applicable, Configuration Services project manager or Dell Sales works with Customer to document and capture Customer’s technical requirements in the Technical Specification Form.  
If applicable, Customer validates accuracy and verifies requirements by approving and returning Technical Specification Form to Dell. The Customer agrees to a two-business day configuration review process when using the Online First Article service; Customer’s will have a secure Customer log in that will expire by the second day at 11:59pm Customer’s local time.

#### Project Development

- If applicable, Configuration Services engineer develops the Configuration Services Project to enable factory loading of the Customer’s software and operating system settings requested by the Customer.

#### Project Completion

- Manufacturing factory processes aim to help the Customer ensure that the Customer’s software and operating system settings are installed according to the manufacturer’s specifications.
- Project is ready for volume orders.

### Customer Responsibilities

Customer shall:

- Create, test and verify that the software application and operating system settings operate according to the Customer’s needs on the supported hardware platform(s) that will be purchased.
- If applicable, complete, validate accuracy and verify requirements by approving and returning Technical Specification Form to Dell.
- Ensure you notify Dell if requesting to utilize the Dell Online First Article service to approve your configuration. Customer agrees to the 2-business day configuration review process. Customer log in information will expire by the second day at 11:59pm Customer’s local time. During initial Configuration Services Project development, complete the Image Export Compliance Certificate certifying that the Image submitted by Customer may be exported by Dell outside of the country where the Image is submitted to Dell.
- Provide the product key for the operating system if the operating system is not Dell OEM.



## Service Requirements:

- Software installation is available for systems built using the Dell factory loaded operating systems (such as any non-consumer Microsoft Windows Operating Systems). Customer should confirm with their Configuration Services project manager that the Service capabilities include Customer's desired Dell factory loaded operating system.
- Service to apply Customer's requested operating system settings for systems built using Microsoft Windows OEM operating systems only.

## Not Included with Software Configuration Services:

- Testing of software applications for compatibility with the system.
- Software application installation or operating system configuration on a Customer provided image.
- Any activities other than those specifically set forth in this Service Attachment.



# Attachment 6

## Configuration Services - Standard Configuration-Service

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### Service Overview

Customer's purchase of standard configuration services ("Standard Configuration Service(s)") provides a method to receive Supported Dell Systems configured with the Service purchased by Customer without setting up a formal project request or meeting unit minimum requirements. These services have been pre-engineered and can be applied to Customer's Supported Dell Systems as they are being manufactured. Available Standard Configuration Services include: asset tags, asset report, BIOS settings, hard drive partitioning, operating system settings, and application installation.

### Service Procedures & Dell Responsibilities

To order a Standard Configuration Service the Customer may select the applicable service from Dell's website. In addition, a Dell sales representative may also add the applicable service to the order. The following Standard Configuration Services are available:

#### Standard Asset Tagging

A label will be affixed to the computer on which is printed information about the computer such as service tag, model number, etc. The following asset tags will be available:

- Basic Warranty – fields included are: service tag, express service code, order number, Dell support contact information
- ProSupport – fields included are: service tag, express service code, order number, Dell ProSupport contact information
- MAC Address – fields included are: service tag and MAC address
- System Information – fields included are: service tag, express service code, model, manufacture date, MAC address, processor speed, memory

Order Details – fields included are: service tag, express service code, order number, manufacture date

#### STOP Tagging

Security labeling for equipment protected against theft by the STOP international registration system which makes resale of stolen equipment difficult if not impossible

#### Standard Asset Reporting

The Standard Asset Report Service will generate a pre-defined report detailing system and order information. This report will be provided to the Customer initially via email in an attached Microsoft Excel spreadsheet (.XLS). Fields included in the asset report are: account number, asset tag (as applicable), chassis description, chassis style, company name, computer name, CPU, shipping address 1, shipping address 2, shipping address 3, shipping city, shipping state, shipping zip, shipping country, customer name, customer number, Dell service tag, express service code, hard drive size, installed OS, MAC address 1, MAC address 2, MAC address 3, manufacture date, memory, model, order number, PO number, processor speed, ship by date, and warranty expiration 3 years, warranty expiration 4 years, or warranty expiration 5 years.

#### System Configuration – BIOS Settings

The following Standard BIOS settings may be ordered (some settings may not be ordered on certain platforms in specific combinations):



- AC Power Recovery - AC Power Recovery determines what happens when AC power is restored to the system.
- Virtualization – Enables or disables the Virtual Machine Monitor (VMM) from utilizing the additional hardware capabilities provided by Intel Virtualization technology for direct I/O.
- SpeedStep – Allows Intel's SpeedStep feature to be enabled or disabled. SpeedStep allows the processor to meet instantaneous performance needs of the operation being performed, while minimizing power draw and heat dissipation.
- Wake-On-LAN – This option allows the computer to power up from the off state when triggered by a special LAN signal.
- Bluetooth – Allows the Bluetooth wireless device to be disabled. The default setting is enabled.
- Boot Sequence – Boot sequence determines which data storage device is used to start the computer. Data storage devices include hard drives, CDs, DVDs, and USB flash drives.
- TPM Security – Allows the Trusted Platform Module to be enabled during POST. The default setting is disabled.
- NIC On W/PXE – Allows the computer to boot from a server or network prior to booting the operating system on the local hard drive.
- Fastboot – Allows the boot process to speed up by skipping startup testing options.
- WiFi – This option allows the WiFi device to be disabled. The default setting is enabled.

### **System Configuration – Hard Drive Partitioning**

The main hard drive of a system can be portioned in the following sizes:

- 50% Primary Partition
- 80% Primary Partition
- 90% Primary Partition

### **System Configuration – Application Installation**

Dell's Configuration Services will install and validate the software application installation within the manufacturing processes for Supported Dell Systems. The following software applications are available for factory installation:

- Absolute – software that persistently tracks and secures computer systems. Computers can be remotely managed and secured to ensure compliance processes are properly implemented and enforced.

### **System Configuration – Operating System Settings**

The power settings of a system may be set to the following power plans:

- Balanced – on battery power: the system will dim the display after 2 minutes, turn off the display after 5 minutes; put the system to sleep after 15 minutes and set plan brightness to 20%. When plugged in: the system will dim the display after 5 minutes, turn off the display after 10 minutes, put the system to sleep after 30 minutes and set plan brightness to 100%.
- Energy Saver – on battery power: the system will dim the display after 1 minute, turn off the display after 2 minutes; put the system to sleep after 5 minutes and set plan brightness to 20%. When plugged in: the system will dim the display after 2 minutes, turn off the display after 3 minutes, put the system to sleep after 10 minutes and set plan brightness to 100%.
- Power Saver – on battery power: the system will dim the display after 1 minute, turn off the display after 2 minutes; put the system to sleep after 10 minutes and set plan brightness to 20%. When plugged in: the system will dim the display after 2 minutes, turn off the display after 5 minutes, put the system to sleep after 15 minutes and set plan brightness to 100%.
- High Performance – on battery power: the system will dim the display after 5 minutes, turn off the display after 10 minutes, put the system to sleep never and set plan brightness to 100%. When plugged in: the



system will dim the display after 10 minutes, turn off the display after 15 minutes, put the system to sleep never and set plan brightness to 100%.

### **Service Requirements:**

- Software installation is available for systems built using the Dell factory operating system load of Microsoft Windows OEM Professional.
- Operating System settings are available for systems built using Microsoft Windows.

### **Not Included with Standard Configuration Services:**

- Testing of software applications for compatibility with the system.
  - Any activities other than those specifically set forth in this Service Attachment.
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# Attachment 7

## Configuration Services – Chrome Enrollment

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### Service Overview

Chrome Enrollment available through CFS only, will unbox each device, manually enroll each device to the Customer's domain, update the Chrome OS to the latest known version and prepare the device for shipment to the Customer.

### Service Procedures & Dell Responsibilities

The process for each Configuration Services Project which includes Enterprise Enrollment is as follows:

#### Project Initiation

- If applicable, Configuration Services project manager or Dell Sales works with Customer to document and capture Customer's technical requirements in the Technical Specification Form.  
If applicable, Customer validates accuracy and verifies requirements by approving and returning Technical Specification Form to Dell. The Customer agrees to a two-business day configuration review process when using the Online First Article service; Customer's will have a secure Customer log in that will expire by the second day at 11:59pm Customer's local time.

#### Project Completion

- Manufacturing factory processes aim to help the Customer ensure that the Customer's software and operating system settings are installed according to the manufacturer's specifications.
- Project is ready for volume orders.

### Customer Responsibilities:

Customer shall:

- Provide confirmation that a google domain and management console is set up in their company or organization
- Provide confirmation that the Customer domain profile is setup and ready for rollout
- Supply necessary credentials for enrollment authentication:
  - Google email (the username)
  - Password
- If applicable, complete, validate accuracy and verify requirements by approving and returning Technical Specification Form to Dell.
- Ensure you notify Dell if requesting to utilize the Dell Online First Article service to approve your configuration. Customer agrees to the 2-business day configuration review process. Customer log in information will expire by the second day at 11:59pm Customer's local time.

### Not Included with Enrollment Configuration Services:

- Testing of software applications for compatibility with the system.
- Any activities other than those specifically set forth in this Service Attachment
- A check for OS updates is included at the time of processing – but subsequent updates happen on Customer site



# Attachment 8

## Configuration Services – Factory Provisioning

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Provides customers the ability to pre-load their system management files in the Dell factory to reduce desk-side provisioning time.

### Service Overview

Configuration Services Provisioning assists a Customer in configuring a clean Windows Professional operating system with the third-party provisioning software agency and submission of the provisioning package needed for installing Customer provided content through the Dell standard inline factory process. Third-party provisioning software provides the Customer the ability to auto enroll assets via a method for exporting applications, updates and policies into a single provisioning package (PPKG) and the componentry needed for allowing the inline factory-based provisioning process minimizing end user downtime and eliminating the need for a large amount of data traffic from the end user's location.

This offer will allow systems to be shipped directly to the Customer end user and automatically enroll the unit in the Customer's 3rd-party software tenant to provision the system in Customer's environment.

Dell's Configuration Services processes validate and test the Customer's provisioning package file and loads it within the manufacturing processes enabling Customer's content deployment to be applied to Customer's Supported Dell Systems as they are being manufactured.

### Service Procedures & Dell Responsibilities

The process for each Configuration Services Project which includes Provisioning is as follows:

#### Project Initiation

- Configuration Services project manager works with Customer to document and capture Customer's technical requirements in the Technical Specification document.
- Customer validates accuracy and verifies requirements by approving and returning Technical Specification document to Dell.
- Customer reviews, approves, and returns Export Compliance Form to Dell certifying that the provisioning package submitted by Customer may be exported by Dell outside of the country where the provisioning package is submitted to Dell. Export Certification is required upon initial Configuration Services project set-up.
- Customer provides provisioning package to Dell. The provisioning package will be submitted to Dell by File Transfer Application.

#### Project Development

- If applicable, Configuration Services engineer develops the Configuration Services Project to enable factory loading of the Customer's provisioning package with their selected Windows Professional OS option (as stated above) and to set any other CS customizations requested by the Customer.
- Provisioning package is validated and tested within Dell manufacturing processes, ensuring that Customer's provisioning package will load properly in initial manufacturing system build.

#### Project Completion

- Manufacturing factory processes will ensure that Customer's provisioning package is installed as supplied to Dell.
- Project is released for fulfillment of orders.



**Customer Responsibilities.** Prior to submitting each provisioning package to Dell, Customer shall:

- Retain a copy of such provisioning package and any Customer data or programs that was used in connection with the development and submission of the provisioning package. **DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS ON ANY PROVISIONING PACKAGE OR ON ANY SUPPORTED HARDWARE PLATFORMS.**
- Utilize the third-party provisioning console to create, test and verify that the provisioning package operates according to the Customer's needs on the supported hardware platform(s) that will be purchased. Dell is not responsible for the availability or performance of the third-party provisioning console, and separate terms from the publisher of the third-party provisioning software govern Customer's obligations and rights with respect to the third-party provisioning console.
- Ensure each provisioning package contains all required applications and policies
- Ensure that provisioning package does not contain Personally Identifiable Information.
- If applicable, complete, validate accuracy and verify requirements by approving and returning Technical Specification document to Dell.
- Ensure Customer possesses proper license from the applicable third-party provisioning software publisher to access and use the Services and the third-party provisioning console and software
- Ensure Licensing is in place for all software within the provisioning package
- Ensure console is configured to auto enroll systems
- Customer provides provisioning package to Dell. The provisioning package will be submitted to Dell by File Transfer Application.

### **Service Requirements:**

- Provisioning package must be created using the third-party provisioning console. Other tools may not be utilized for this process.
- Configuration Services Provisioning is available only for certain third-party operating systems as determined by Dell. Check with Configuration Services project manager for capability on supported operating systems and versions.
- Provisioning package must be validated on supported hardware platforms for the configurations that will be purchased. If Customer does not have the specific supported hardware platform/configuration, the Customer should purchase a development system to use when building and testing the applicable provisioning package.

### **Not Included with Configuration Services Provisioning:**

- Provision or licensing of any third-party software, operating systems or other elements contained in a provisioning package
- Physical installation of any hardware or software that is not related to Configuration Service Provisioning.
- Creation of a provisioning package.
- Troubleshooting or technical support for provisioning package creation.
- Testing of customer-specific applications or hardware for compatibility with the provisioning package.
- Any activities other than those specifically set forth in this Service Attachment.



# Attachment 9

## Configuration Services – Connected Configuration

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### Service Overview

The Dell Connected Configuration service provides the ability to put an instance of Customer's systems management software ("Customer Deployment Solution") inside of Dell facilities via a secure internet connection. Customer gains direct access to either a virtually or physically hosted environment in Dell facilities where Customer can store and maintain Customer's Deployment Solution. Customer will also be able to complete configuration tasks inside Dell facilities that otherwise could only be performed once the system is received by the Customer & connected to the Customer network.

### Service Procedures & Dell Responsibilities

The Connected Configuration Service works together with other supported Services in this Service Description and may be purchased on select Dell Precision, Dell OptiPlex, Dell Latitude, and Dell XPS Notebook systems. The Customer's Deployment Solution will be hosted at a Dell Configuration Center and will be connected to the Customer's network via a secure tunnel. The secure connection will be offered as a gateway between Customer's environment and Dell / Supplier production environment, with a maximum bandwidth of 5 megabit/sec. Customer may use the secure tunnel to provide further customization of other deployment options, including, but not limited to encryption and other security and access features, and role-based administration, active directory discovery and other network, database, and security configurations. The deployment process will be limited to a maximum of four (4) hours processing time and ten (10) minutes of technician support for initiation and completion of the automated task sequence per device configured. Order fulfillment capacity will be calculated based on Customer's forecasted unit volumes and capability of Customer's Deployment Solution as defined in coordination with Dell during the scoping process. This includes average time to deploy per unit, and maximum units that can be deployed concurrently. Service is contingent on Dell validation of Customer's proposed OS deployment solution. As part of validation Dell will work with Customer to collect and analyze information from Customer's environment relevant to their OS provisioning process.

The deployment solution can be established using the Customer's physical hardware or as a virtual machine. The physical hardware solution enables the Customer to provide their deployment solution and related Customer owned hardware to be integrated into the Dell Configuration Center(s). The virtual machine solution allows the Customer to create a Virtual Hard Disk (VHD) of their deployment environment and submit it to Dell to be loaded onto a hosting infrastructure designed and maintained by Dell.

Customer orders will be placed via the Dell Sales process and flow through the standard Dell manufacturing process. Additional supported Service(s) Customer selects will take place in the manufacturing process and are outside of the Connected Configuration Service.

Customer shall defend, indemnify and hold Dell harmless on demand from, any claim or action arising out of any Customer direction regarding the configuration of the Supported Dell Systems using the secure connection and the Connected Configuration service, or any failure by Customer to comply with the terms, conditions and Customer responsibilities set forth in this Service Description. Customer hereby acknowledges and agrees that Dell is authorized to take all reasonable measures to protect the physical assets or any other aspect of the IT environment of Dell and/or any third parties that may be impacted by a security threat introduced by Customer into Dell's or such third parties' physical assets or IT environment(s).

### Additional Provisions

The Service may be performed outside the country in which Customer and/or Dell is located. From time to time, and in compliance with the terms of the Agreement between Dell and Customer, Dell may change the location where Services are performed and/or the party performing the Service; provided however, Dell shall remain responsible to Customer for the delivery of Service. If any of the volumetric assumptions used by Dell and Customer to scope any Connected Configuration Service project are materially outside of the established requirements to complete performance of the Service (including Customer's forecasted unit volumes, average time to deploy per



unit, maximum units that can be deployed concurrently using Customer's deployment solution, and/or configuration factors requiring additional time on task), Dell may adjust the pricing and fulfillment capacity to reflect such changes.

Customer acknowledges and agrees that Customer is the data controller and data exporter of any data contained in any physical hardware, drives, or any hosted virtual machine or other components provided by Customer to Dell ("Customer Deployment Solution"), system management software used by Customer in connection with the Services ("Customer Software") or Customer Content (defined below), as applicable, as 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, and as the data controller and data exporter, and that Dell is responsible for compliance with applicable data privacy laws in each country as the data processor. Customer will indemnify Dell for breaches any of Customer's obligations with respect to compliance with applicable data privacy laws in each country, and for any failure to perform its obligations in accordance with any applicable provisions set forth in the Customer's Agreement to purchase the Supported Dell System(s) and Service(s). Dell shall not be obligated to provide and may terminate the Service(s) upon Customer's breach in accordance with the Customer's Agreement, and Dell shall not be liable for any damages resulting from Customer's breach. Alternatively, Customer may incur additional fees and expenses for any resulting additional time or materials, loss or damage incurred by Dell or its providers. Customer will immediately notify Dell and work with Dell in good faith to resolve any related matter if there is any lapse, defect, deficiency or other problem in connection with its compliance with its obligations under applicable data privacy law and any related provisions in the Agreement.

In the event of Customer caused issues or errors inhibiting Dell performing the service within the facility environment in the allotted timeframe, Dell will coordinate with Customer to ship said units "as-is" from point of failure or from a simplified task sequence prior to point of failure. Customers receiving "as-is" units, responsibility for the completion of units' configuration will be performed by the Customer and within the Customers environment. Delays to future orders could occur without providing confirmation of resolution to failure back to Dell.

## Excluded Services

The following activities are excluded from the Service:

- Creation by Dell of any task sequence, image or any other Customer content ("Customer Content") on behalf of Customer;
- Support or maintenance for any Customer Deployment Solution or Customer Software by Dell, provided, however, that any Customer Deployment Solution that carries an active Dell support or maintenance contract will be serviced by Dell in accordance with the such active Dell support or maintenance contract;
- Data migration services;
- The development of any intellectual property created solely and specifically for the Customer;
- Pre-provisioning of client system asset data;
- Resolving Customer Deployment Solution issues or failures, and;
- any other activity 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 applicable.

## Connected Configuration Customer Responsibilities and Technical Requirements

The Customer must meet or exceed the following requirements and responsibilities to purchase, enable and utilize either of the physical hardware or virtual machine based service solutions. Customer's failure to provide any item or perform any task required by these Connected Configuration Customer Responsibilities may delay or inhibit Dell from performing the Service.

In the event a Customer "End-User" utilizes third parties (e.g., contractors, agents, System Integrators and/or Channel Partners), "Customer Partner" refers to third party utilized by Customer End-User, ("Customer End-User").

- Customer Partner responsibilities (if applicable):
  - Convey in writing to the Customer End-User all the Customer Responsibilities as stated herein.



- Facilitate any communications, set up of instructions or designate Dell Services to work directly with Customer End-User for such.
- Provide, or cause Customer End-User to provide, deliverables required to complete the service (Customer Work Instructions, VPN customer requirements document, Customer Deployment Solution [physical or virtual], etc.).
- Customer will assign a single point of contact (“Customer Contact”) and technical points-of-contact (“Technical Contacts”) as required to support the establishment and sustainment of each regional Connected Configuration environment.
- The contacts are required to have a working knowledge of the infrastructure components to be considered during the Services and will provide support including, but not limited to, the following:
  - Customer Contact will have the authority to act on Customer’s behalf in all aspects of the Service including bringing issues to the attention of the appropriate persons within Customer’s organization and resolving conflicting requirements.
  - Customer Contact will ensure that any communication between Customer and Dell, including any scope-related questions or requests, are made through the appropriate Dell Project Manager.
  - Customer Contact will provide timely access to technical and business points of contact and required data/information for matters related to the scope of Service.
  - Customer Contact will ensure attendance by key Customer contacts at required meetings and deliverable presentations.
  - Customer Contact will obtain and provide necessary project requirements, information, data, decisions and approvals.
- Customer is responsible for providing any hardware and/or software required to enable an appropriate and secure deployment solution as defined in coordination with Dell during the solution scoping process. The defined solution must support expected client system deployment volumes.
- Customer will provide one (1) configured Deployment Solution for each regional Dell Configuration Center where the Connected Configuration services will be fulfilled including: Customer Hardware and/or Customer Software and/or all Customer Content.
- Customer is responsible for all maintenance, security, management, monitoring and support of the Customer Software and/or Hardware, and Customer agrees that a support or maintenance issue related to the Customer Software and/or Hardware will excuse Dell of its obligation to perform the Service until such support or maintenance issue is resolved.
- Customer will implement and maintain a secure network between the Customer network and each Dell Configuration Center. The secure network connection must meet (or exceed) Dell site-to-site VPN security requirements.
- Customer is responsible for setting up and managing a Preboot Execution Environment (PXE) deployment process ensuring that such process can be completed within four (4) hours and limits technician interaction to a maximum of ten (10) minutes for the purposes of initiating and completing the client system deployment.
  - Customer is responsible for:
    - Setup of PXE Boot environment
    - Testing / validation of client hardware platforms to be purchased. Before transitioning to new client hardware platform(s), Customer must purchase new platform(s) without services and perform integration and testing of new model(s) and driver package(s) within Customer’s OS deployment solution. The Operating System must be delivered by Customer’s OS deployment solution (bare metal deployment), there can be no dependency on requiring existing OS/image on the system.



- Client hardware platforms without a network port (RJ-45) on the system must validate PXE deployment process using Dell Configuration Center approved USB-to-NIC network adapter. Specific network adapter supportability should be verified with your Configuration Services Project Manager.
- Customer is responsible for providing and maintaining client OS deployment work instructions including steps required to initiate client OS deployment, instructions that clearly identify when OS deployment has completed, steps for system shut down prior to shipment, and troubleshooting steps to be taken in event of a failure during client system deployment.
  - Client OS deployment work instructions must include clear instructions and screen shots for Dell factory technicians to initiate and verify successful completion of your deployment.
  - Customer’s task sequence and work instructions must include a “complete screen” as one of the final tasks in the task sequence. This dialog box “complete screen” is a quality check for factory technicians to verify successful completion. The “complete screen” must remain on-screen until an action is taken by a technician.
- Customer will keep Customer Deployment Solution and system deployment, driver and operating system updates current, and ensure that content required for client system deployments is available on their systems management environment hosted at Dell Configuration Center(s). Customer must leverage their hosted systems management environment for client system deployments to minimize network traffic and reduce system deployment processing times.
- Customer is responsible for support & troubleshooting failures related to Customer Deployment Solution. Failures of Customer Deployment Solution may delay shipment of Customer **orders or require Dell to ship Customer units with a reduced task sequence or “as is”**. Customer must provide prompt response to support requests to minimize order delays or reduction of services provided. As a result, Dell requests Customer provide regular support contacts and escalation contacts in the event primary contact(s) are not available. Customer responsibility of support and troubleshooting includes:
  - Providing contacts, including email distribution list(s), telephone numbers (desk / mobile), and management contacts to be used for:
    - Regular business hours support
    - After hours & weekend support
    - Dell Configuration Center maintenance / downtime notices
  - Support of the Customer Deployment Solution includes troubleshooting of:
    - Client PXE boot environment
    - Customer Deployment Server and boundary groups (Microsoft Endpoint Configuration Manager (MECM) / Configuration Manager Distribution Point server, Microsoft Deployment Toolkit Distribution Share, etc.)
    - Client deployment task sequence steps, boot WIM, driver packs and application content, error handling, complete screen, etc.
    - Networking / firewall site-to-site secure VPN connection(s)
- Customers that will utilize a virtual instance of the Customer Deployment Solution must meet Dell Connected Configuration VM requirements (e.g., VM hard disk size, memory size, CPU cores, VHD export format).
- Customers that will utilize customer physical infrastructure assets for client system deployment, e.g., server, firewall/vpn endpoint, network switch(es), will maintain all firmware and hardware within each asset. Dell will work with the customer as needed to provide access to supplied assets for maintenance or break fix. Dell can also work with the customer to provide a reboot of a system upon a hard failure or firmware update. In no event will Customer’s third-party maintenance contract entitle Customer or any third party to access Dell’s facilities without Dell’s prior written acknowledgement and acceptance of such access.



- Customer's providing physical infrastructure assets will procure, configure, and manage required Hardware for the Services as follows:
  - Hardware will be rack mountable
  - Up to 4U of rack space may be used
- Customer's changes to the deployment specifications during fulfillment of the Service may delay or inhibit Dell's performance of the Service. Customers should follow change management best practices to ensure changes are appropriately documented, tested, approved, and communicated, prior to production implementation. Production implementation should be coordinated to limit disruption of the Service by avoiding Dell Configuration Center production hours (contact Dell Project Manager for details). Notifying the Dell Project Manager of upcoming changes as early as possible will help limit disruption and allow for potential additional order fulfillment cycle times. Customer must notify the Dell Project Manager of:
  - Intended changes to Customer's deployment specifications
  - Customer internal I.T. maintenance / downtime windows impacting Customer's client OS deployment solution
  - Changes to expected order volumes and/or time required to deploy client systems in excess of 4 hours





# Attachment 10

## Configuration Services – Connected Provisioning

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### Service Overview

The Dell Connected Provisioning service provides the ability for the Customer's client systems to be configured using their Unified Endpoint Management (UEM) solution via a secure internet connection within the Dell supply chain. Customer will be able to complete configuration tasks inside Dell facilities that otherwise could only be performed once the system is received by the Customer & connected to the internet.

### Service Procedures & Dell Responsibilities

The Connected Provisioning Service works together with other compatible Services in this Service Description and may be purchased on select Dell Precision, Dell OptiPlex, Dell Latitude, and Dell XPS Notebook systems.

Systems will be loaded with a clean Microsoft Windows Professional operating system and Dell factory production drivers will be injected.

Systems will automatically be registered with the Customer's endpoint management environment prior to internet connection using inputs Customer will provide to Dell via a Dell portal or B2B connections (including, but not limited to Organizational name, Tenant ID and Group information). Customer is responsible for ensuring the accuracy of these inputs, and failure to provide accurate inputs may delay processing of Customer's order for the Services and Supported Products.

If required and supported, UEM agency needed to facilitate automated enrollment and provisioning for those endpoint management solutions will be installed prior to internet connection. Separate terms of use from Customer's UEM solution provider will apply to Customer's use of that UEM solution.

Dell will perform the following tasks for each new PC hardware system during Dell's Connected Provisioning service:

- Dell Technician will attach Customer's newly built and purchased PC hardware systems to the deployment environment via a wired ethernet connection.
- Dell Technician will then initiate the defined UEM provisioning process. Required touch time should not take longer than ten (10) minutes to start the deployment process with no further Technician interaction required prior to process completion. The overall deployment process must not exceed four (4) hours.
- The Customer-managed UEM provisioning process will automatically configure systems based on their implementation of the solution.
- After the process is complete (Green Screen), the Dell Technician will prepare the PC for final shipment.
- In the event of a failure, (Red Screen), Dell will escalate to the Customer SPOC to be investigated and rectified.

Customer orders will be placed via the Dell Sales process and flow through the standard Dell manufacturing process. Additional supported Service(s) Customer selects will take place in the manufacturing process and are outside of the Connected Provisioning Service.

Customer shall defend, indemnify and hold Dell harmless on demand from, any claim or action arising out of any Customer direction regarding the configuration of the Supported Dell Systems using the secure connection and the Connected Provisioning service, or any failure by Customer to comply with the terms, conditions and Customer responsibilities set forth in this Service Description. Customer hereby acknowledges and agrees that Dell is authorized to take all reasonable measures to protect the physical assets or any other aspect of the IT environment of Dell and/or any third parties that may be impacted by a security threat introduced by Customer into Dell's or such third parties' physical assets or IT environment(s).



## Additional Provisions

The Service may be performed outside the country in which Customer and/or Dell is located. From time to time, and in compliance with the terms of the Agreement between Dell and Customer, Dell may change the location where Services are performed and/or the party performing the Service; provided however, Dell shall remain responsible to Customer for the delivery of Service. If any of the volumetric assumptions used by Dell and Customer to scope any Connected Provisioning Service are materially outside of the established requirements to complete performance of the Service (including Customer's forecasted unit volumes, average time to deploy per unit, and/or configuration factors requiring additional time on task), Dell may adjust the pricing and fulfillment capacity to reflect such changes.

Customer acknowledges and agrees that Customer is the data controller and data exporter of any data contained in any physical hardware provisioned by Customer's Unified Endpoint Management solution used by Customer in connection with the Services ("Customer Software") or Customer Content (defined below), as applicable, as 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, and as the data controller and data exporter, and that Dell is responsible for compliance with applicable data privacy laws in each country as the data processor. Customer will indemnify Dell for breaches any of Customer's obligations with respect to compliance with applicable data privacy laws in each country, and for any failure to perform its obligations in accordance with any applicable provisions set forth in the Customer's Agreement to purchase the Supported Dell System(s) and Service(s). Dell shall not be obligated to provide and may terminate the Service(s) upon Customer's breach in accordance with the Customer's Agreement, and Dell shall not be liable for any damages resulting from Customer's breach. Alternatively, Customer may incur additional fees and expenses for any resulting additional time or materials, loss or damage incurred by Dell or its providers. Customer will immediately notify Dell and work with Dell in good faith to resolve any related matter if there is any lapse, defect, deficiency or other problem in connection with its compliance with its obligations under applicable data privacy law and any related provisions in the Agreement.

## Excluded Services

The following activities are excluded from the Service:

- Creation by Dell of any provisioning automation, or any other Customer content ("Customer Content") on behalf of Customer;
- Support or maintenance for any Customer Unified Endpoint Management Solution or Customer Software by Dell, provided, however, that any Customer Unified Endpoint Management Solution that carries an active Dell support or maintenance contract will be serviced by Dell in accordance with the such active Dell support or maintenance contract;
- Client data migration services;
- The development of any intellectual property created solely and specifically for the Customer;
- Resolving Customer Unified Endpoint Management Solution issues or failures, and;
- any other activity 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 applicable.



## Connected Provisioning Customer Responsibilities and Technical Requirements

The Customer must meet or exceed the following requirements and responsibilities to purchase this service. Customer's failure to provide any item or perform any task required by these Connected Provisioning Customer Responsibilities may delay or inhibit Dell from performing the Service.

- Service is contingent on Dell validation of Customer's UEM provisioning solution. As part of validation Dell will work with Customer to collect and analyze information from Customer's UEM environment relevant to their provisioning process.
- Customer will assign a single point of contact ("Customer Contact") and technical UEM administrator points-of-contact ("Technical Contacts") as required to support the sustainment of each regional Connected Provisioning environment.
- The contacts are required to have a working knowledge of the components to be considered during the Services and will provide support including, but not limited to, the following:
  - Customer Contact will have the authority to act on Customer's behalf in all aspects of the Service including bringing issues to the attention of the appropriate persons within Customer's organization and resolving conflicting requirements.
  - Customer Contact will ensure that any communication between Customer and Dell, including any scope-related questions or requests, are made through the appropriate Dell Connected Services Specialist.
  - Customer Contact will provide timely access to technical and business points of contact and required data/information for matters related to the scope of Service.
  - Customer Contact will ensure attendance by key Customer contacts at required meetings and deliverable presentations.
  - Customer Contact will obtain and provide necessary profile information, data, decisions and approvals.
- Customer is responsible for providing an appropriate and secure provisioning solution as defined in coordination with Dell during the solution scoping process.
- Customer is responsible for all maintenance, security, management, monitoring and support of the Customer Unified Endpoint Management solution, and Customer agrees that a support or maintenance issue related to the Customer UEM solution will excuse Dell of its obligation to perform the Service until such support or maintenance issue is resolved.
- Customer is responsible for setting up and managing a Unified Endpoint Management provisioning process ensuring that such process can be completed within four (4) hours and limits technician interaction to a maximum of ten (10) minutes for the purposes of initiating and completing the client system deployment.
- Customer's changes to the provisioning specifications during fulfillment of the Service may not be applied to those systems that have already began the provisioning process.
- Customer is responsible for selecting one of the available Dell Windows Professional OS options via their profile.
- Any provisioning error caused by Customer's Unified Endpoint Management; Customer's technical point of contact will remedy issue in timely manner. If issue is not resolved, Dell reserves the right to cancel abandoned orders.



# Attachment 11

## Configuration Services – Ready Image

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### Service Overview

The Dell Ready Image Service provides the ability for the Customer's end user computing products to be configured with a specified Windows Professional version, language pack, and required drivers for a clean and predictable OS load without having any extra software included.

### Service Procedures & Dell Responsibilities

The Ready Image Service works together with other compatible Services in this Service Description and may be purchased on select Dell Precision, Dell OptiPlex, Dell Latitude, and Dell XPS Notebook products ("Supported Dell Systems").

Products can be enrolled in Microsoft's Autopilot if the required details are provided with the product order.

Customer shall defend, indemnify and hold Dell harmless on demand from, any claim or action arising out of any Customer direction regarding the configuration of the Supported Dell Systems using the Ready Image Service, or any failure by Customer to comply with the terms, conditions and Customer responsibilities set forth in this Service Description.

### Additional Provisions

The Service may be performed outside the country in which Customer and/or Dell is located. From time to time, and in compliance with the terms of the Agreement between Dell and Customer, Dell may change the location where Services are performed and/or the party performing the Service; provided however, Dell shall remain responsible to Customer for the delivery of Service. If any of the volumetric assumptions used by Dell and Customer to scope any Connected Provisioning Service are materially outside of the established requirements to complete performance of the Service (including Customer's forecasted unit volumes, average time to deploy per unit, and/or configuration factors requiring additional time on task), Dell may adjust the pricing and fulfillment capacity to reflect such changes.

### Excluded Services

The following activities are excluded from the Service:

- Provision or licensing of any third-party software, operating systems or other elements contained within the Ready Image
- Physical installation of any hardware or software that is not related to Configuration Imaging Service.
- Creation of a custom Image.
- Troubleshooting or technical support for customer-specific Ready Image testing.
- Testing customer-specific applications or hardware for compatibility with the Ready Image.
- Any activities other than those specifically set forth in this Service Attachment.

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 applicable.

