

Office 365 with Dell – Service Description



TABLE OF CONTENTS

DELL SERVICE DESCRIPTION	3
INTRODUCTION.....	3
EXCLUSIONS	3
OVERVIEW.....	3
SCOPE: INITIAL ON-BOARDING, SETUP AND DATA MIGRATION	3
ASSUMPTIONS	4
WELCOME EMAIL & SUPPORT INFORMATION	4
DELL CUSTOMER CONTROL PANEL	4
ADDING CUSTOMER'S OWN DOMAIN NAME.....	5
SERVICE USERS AND LICENSES.....	5
MAILBOX DATA MIGRATION	5
MAILBOX DATA MIGRATION APPROACH.....	5
HYBRID EXCHANGE DEPLOYMENT	5
NATIVE EXCHANGE MIGRATION.....	6
EMAIL MIGRATION.....	7
OFFICE 365 SUITE DEPLOYMENT	8
INFRASTRUCTURE CHANGES.....	8
MAIL ROUTING	8
SKYPE FOR BUSINESS AND MICROSOFT TEAMS.....	9
COMPLIANCE SUPPORT	9
USER ACCOUNT SYNCHRONIZATION.....	9
END- TO- END PREMIUM EXCHANGE HYBRID MODE (PAID SERVICE).....	10
END- TO- END PREMIUM EMAIL MIGRATION SERVICES (PAID SERVICE)	10
SCOPE: SUPPORT SERVICES	11
SUPPORT EXCLUSIONS	11
DELL SUPPORT ACCESS TO MICROSOFT CLOUD ENVIRONMENTS	12
OFFER SPECIFIC CUSTOMER RESPONSIBILITIES.....	12
GENERAL CUSTOMER RESPONSIBILITIES.....	12
DELL SERVICES TERMS & CONDITIONS	13
SUPPLEMENTAL TERMS CONDITIONS APPLICABLE TO CLOUD & SAAS SERVICES	15
DELL OFFICE 365 FROM DELL OFFERS OVERVIEW.....	15
AVERAGE SUPPORT RESPONSE TIMES	15
DELL CUSTOMER CONTROL PANEL AVAILABILITY (IN ENGLISH).....	16

DELL SERVICE DESCRIPTION

Office 365 with Dell

INTRODUCTION

Dell is pleased to provide Office 365 with Dell services (the “Services”) in accordance with this Service Description (“Service Description”). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the “Order Form”) will include the name of the service(s) and available service options that you purchased. An overview of the specific service offers that are available is included at the end of this Service Description. For additional assistance or to request a copy of your service contract(s), contact Dell Support or your sales representative.

EXCLUSIONS

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

- Any services, tasks or activities other than those specifically noted in this Service Description.
- The development of any intellectual property created solely and specifically for the Customer.
- Any services, tasks or activities that cannot be performed remotely or requires an onsite support.
- Additional items that are not included are mentioned in the “Support Exclusions” section below.

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.

OVERVIEW

Office 365 is a cloud-based productivity and collaboration solution, hosted by Microsoft. User based licensing provides customers with the benefit of being able to scale up and down their subscriptions as needed. Office 365 delivers tremendous value in one affordable subscription.

Customers who elect to purchase their Office 365 subscription from Dell receive the added benefit of assisted setup, migration and on-boarding services as well as 24 x 7 remote support (collectively, the “Support Services”).

Customers who purchase Microsoft 365 from Dell will receive Support Services for all the products included in the bundle. Microsoft 365 combines Office 365, Windows 10, and Enterprise Mobility + Security.

The purpose of this Service Description is to provide information on what is included in the Support Services provided to Dell’s Office 365 customers.

SCOPE: INITIAL ON-BOARDING, SETUP AND DATA MIGRATION

An overview of the scope of the initial on-boarding, setup and data migration services is shown in the following table. Additional information on the services provided is contained in the following sections.

Included in the Support Services:	Support
Welcome Email & Support Information	✓
Dell Customer Control Panel	✓
Adding Customer Domains	✓
Service Users and Licenses	✓
Skype for Business or Teams Configuration Assistance	✓
User Account Synchronization	✓



Office 365 Suite Deployment	✓
Infrastructure readiness check	✓
Mail Routing	✓
Compliance configuration assistance	✓
Email Data Migration Assistance	✓*
Exchange Hybrid Configuration Assistance	✓*
Excluded from the Support Services:	
<ul style="list-style-type: none"> • Configuration of customer on premise systems • Configuration of firewalls to support access to Office 365 • Changes to customer proxy servers to support Office 365 	
Optional services (with additional charges):	
<ul style="list-style-type: none"> • Premium End to End Exchange Hybrid Mode • Premium End to End Managed Email Migrations 	

* Where included in an eligible Dell Office 365 subscription. Government (US only), EDU and Basic offers do not include these services.

ASSUMPTIONS

1. The Customer will inform their users of any outages required, the migration timing and ensure that users are logged off when required for data migration.
2. Appropriate outage periods will be scheduled by the Customer if required.
3. The Customer will schedule sufficient time to complete the migrations and allow for the work to be undertaken and completed in accordance with the agreed schedule.
4. The Customer will take appropriate backups of data prior to the migration being commenced.

WELCOME EMAIL & SUPPORT INFORMATION

When a Customer purchases a Dell Office 365 subscription, they will receive a welcome email. The welcome email includes information on how to access Microsoft services, contact details for the 24 x 7 support service and additional information that may assist the Customer in setting up their Office 365 subscription. The welcome email also contains the number that the Customer can call to access their onboarding and migration services.

DELL CUSTOMER CONTROL PANEL

The Dell Customer Control Panel is a web-based secured portal used by Dell Office 365 customers in some countries to manage their Dell Office 365 subscriptions. The Customer will use the Dell Customer Control Panel to perform the following tasks:

- Assign and manage service users (assign users to available licenses)
- Increase or decrease license counts

A list of countries where the Dell Customer Control Panel is available and the appropriate link for each can be found at the end of this Service Description.

Customers in countries where the Dell Customer Control Panel is not available will use the Microsoft Online Portal (MOP) to manage their subscriptions. They can access this portal by clicking [here](#).

Support can assist the Customer in completing these tasks in either the Dell Customer Control Panel or in the Microsoft Online Portal (MOP), as required.

ADDING CUSTOMER'S OWN DOMAIN NAME

When creating a new Office 365 subscription the Customer is allocated an onmicrosoft.com domain name. The Customer's own domain name is typically personalized or created for the purpose of representing an individual or a business or group.

The Customer's own domain name can be added through the Microsoft Online Portal (MOP). Support can assist the Customer through this process including domain verification with some domain service providers as required.

SERVICE USERS AND LICENSES

Adding service users and assigning licenses grants access to usage of the purchased Dell Office 365 licenses. The process of adding users and licenses can be completed in the Dell Customer Control Panel or the Microsoft Online Portal (MOP). The Support team will assist the Customer through this process.

MAILBOX DATA MIGRATION

When a Customer subscribes to the Office 365 Exchange Online Email service they will need to migrate their email users, and their data, from the existing email service to Office 365. How that is best undertaken depends upon several factors. Our Cloud Services Migration team will work closely with Customers to determine the best migration approach, to establish connectivity to the Office 365 email service, and to migrate their existing users and mailboxes to the Office 365 email service.

Where included in an eligible Dell Office 365 subscription, Dell provides an assisted Mailbox Data Migration service. This service includes an initial consultation with Dell support and a managed mailbox data migration from the customer's source system to Office 365. This service can be accessed by calling the number provided in the welcome email.

MAILBOX DATA MIGRATION APPROACH

Having discussed the existing email configuration with the Customer, we will select one of three methods for undertaking the migration, based upon:

- Hybrid Exchange Deployment
- Native Exchange Migration
- SkyKick Migration

Having established the connectivity between the on-premise email and the Office 365 email service, our team will initiate a Pilot migration using the selected method. The Pilot provides both confirmation that the connectivity and data is good, and a guide for the likely time required to complete the migration.

The time required for migration is determined by both the amount of data to be moved and the bandwidth available. Having initiated the full migration, the Cloud Service Team will monitor the migration process, and will work with the Customer IT team to resolve any issues encountered.

On completion of the migration process we will ask the Customer to confirm that email is functioning as it should be, and then we will update our records and close the migration project. The ongoing support for Office 365 is then provide by our Cloud Services Support team.

HYBRID EXCHANGE DEPLOYMENT

A hybrid deployment gives Customers the ability to extend the feature-rich experience and administrative control they have with their existing on-premises Microsoft Exchange organization to the cloud. A hybrid deployment provides the seamless look and feel of a single Exchange organization between an on-premises Exchange Server 2010/2013 organization and Exchange Online in Microsoft Office 365. In addition, a hybrid deployment can serve as an intermediate step to moving completely to an Exchange Online organization.



Hybrid mode allows for the seamless migration of mailbox data to Office 365. Compared to other methods it has many advantages, including:

- Batch migration moves;
- Automatic Outlook profile reconfiguration with no requirement to re-download a cached mailbox to Outlook post migration;
- Ability to move a mailbox back on premises; and
- Familiar Exchange management interface

Dell Support will advise the Customer by answering any questions regarding the setup of hybrid Exchange configuration. It is the Customer's responsibility to perform any on premise changes to support Exchange hybrid mode.

* Please note that Customer may need to purchase additional certificates or licenses to enable a hybrid configuration.

NATIVE EXCHANGE MIGRATION

When migrating from Microsoft Exchange server to Office 365, we can use native functionality to move mailboxes, particularly for IMAP e-mail environments:

There are three types of native Exchange migrations:

- Cutover Exchange migration, also known as the Simple Exchange migration-

Using a cutover migration, we can migrate all on-premises mailboxes to Office 365 over a few days. Cutover migration is used when the Customer plans to move their entire email organization to Office 365 and manage user accounts in Office 365 thus eliminating any need for an on-premise exchange environment. We suggest migrating a maximum of 150 mailboxes from the on-premises Exchange organization to Office 365 using a cutover migration. The mail contacts and distribution groups in the on-premises Exchange organization are also migrated.

- Staged Exchange migration, which allows you to maintain mail routing across an on-premises deployment and a cloud-based organization.

Using a staged migration, we can migrate batches of on-premises mailboxes to Office 365 over the course of a few weeks or months.

- IMAP e-mail migration: used to migrate the contents of users' mailboxes from an IMAP messaging system to their cloud-based mailbox

We can use the Exchange Admin Center or Exchange Online PowerShell to migrate the contents of users' mailboxes from an IMAP messaging system to their Office 365 mailboxes. This includes migrating mailboxes from other hosted email services, such as Gmail or Yahoo Mail.

In some instances, it is preferable to use the Microsoft provided Office 365 migration tool. This tool can be used for mailbox migrations from:

- Microsoft Exchange 2007 (will require on-premise configuration completed by customer)
- Microsoft Exchange 2010
- Microsoft Exchange 2013

Where included in an eligible Dell Office 365 subscription, Dell will assist Customers in the setup and operation of the Microsoft Office 365 migration tool.

EMAIL MIGRATION

Where included in an eligible Dell Office 365 subscription, the following process is followed to migrate mail data into Dell Office 365.

The mailbox data migration is supported from the source servers listed below:

- POP (emails residing in server)
- IMAP
- Exchange Online
- Microsoft Exchange On-Premise 2003 and up
- Hosted Exchange 2003 and up
- Google Apps

Other mail systems (e.g. Zimbra, GroupWise, Lotus) can be migrated by Dell on request for additional charges.

IMPORTANT: Customers should ensure to have the following information before calling to initiate their migration:

- Source Admin Credentials (Example for Exchange 2013)
- Target Admin Credentials (Example: For Office 365 account)
- List of Users (Full name and source / target email address)

The Customer will be responsible for changing their DNS, advising end users and managing the timing of their domain change.

Once contacted, the Dell Support team will take the Customer through the following steps:

- Create a migration plan with the Customer and collect credentials required for the migration.
- Verify and update the account information.
- Create the initial connections with the Customer's source systems and the Customer's Office 365 target system.
- Perform a pilot mailbox migration in order to provide an estimate of the time required to complete the migration of data.

The Customer will be responsible for segregating their user-list to migration batches which will be used by Dell Support to layout the needed migration projects.

Once the initial migration of data has begun, Dell Support will manage and periodically monitor the copying of mailbox data from the source system to Office 365 and will send an update to the Customer on a daily basis until the migration is complete. Should there be any issues that requires action by the Customer to resolve, Dell Support will contact the Customer and assist them to resolve that issue.

During the data migration period, should the Customer experience any interruption of service or degradation of performance from their source system, they can contact Dell Support for assistance. The time of the data transfer will vary based on the Customer's bandwidth and the amount of data to be migrated.

Should the Customer have any questions about the status of their migration, they can contact Dell Support at any time during the migration period.

It is important to note that permissions to mailboxes don't persist between Office 365 and on-premises. That is, a mailbox in the cloud can't access a mailbox based on premises and vice versa, to maintain permissions they must be in the same system.



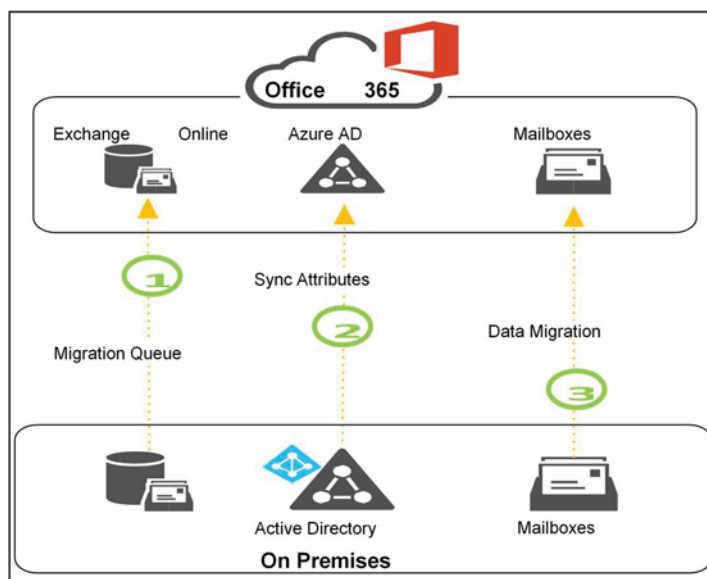


Figure - Migration Process

OFFICE 365 SUITE DEPLOYMENT

Dell Support will assist the Customer in setting up their environment for the deployment of the Office Suite of applications to the user's desktop and mobile devices.

Dell Support will advise the Customer in how to deploy and use Microsoft's Office Deployment Tool (ODT).

It is the Customer's responsibility to complete the deployment and setup of the individual user's Office suite on their devices.

INFRASTRUCTURE CHANGES

A number of small but significant infrastructure changes are required to support the use of Office 365. Support will provide advice and suggestions to the Customer on the changes required to their infrastructure to support the operation of Office 365, including:

- Public DNS records to verify and consume Office 365 services.
- Changing the default User Principle Name (UPN) in AD from UPN.local to UPN.vanity domain.
- Checks to the user accounts to be synced that they meet the requirements.
- Firewall configurations for advanced setup.
- List of Office 365 URL, ports and IP addresses to be whitelisted.

MAIL ROUTING

Mail routing will depend on the preferred setup of the end-user. The following scenarios are in-scope for a hybrid setup:

- Internet to Local Mail Gateway > On-Premise Exchange or Office 365 Exchange Online
- Internet to On-Premise Exchange > Exchange Online Protection > Exchange Online
- Exchange Online > Exchange Online Protection > On-Premise Exchange
- Exchange Online > Exchange Online Protection > Local Mail Gateway > On-Premise Exchange for regular setup, mail routing will be determined by the Mail Exchange (MX) record.

For Customers that prefer to retain third party SPAM filters (e.g.: MX logic, etc.), MX record will be pointed to the Mail Gateway and the Mail Gateway will forward to Office 365.

Dell will assist the Customer in setting up the appropriate mail routing.

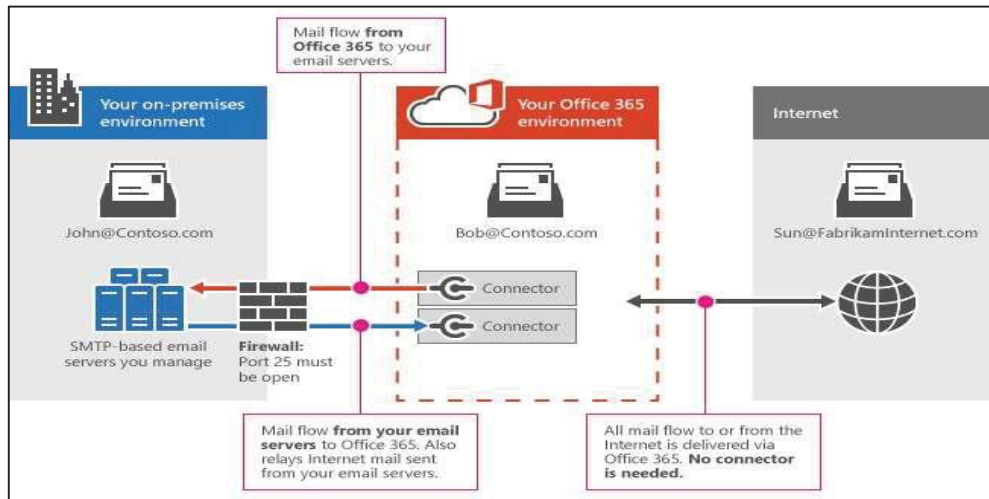


Figure - Connectors in Office 365 (including Exchange Online or EOP) work with your own email servers

SKYPE FOR BUSINESS AND MICROSOFT TEAMS

Skype for Business and/or Microsoft Teams will be configured to allow users to send messages and schedule web conferences (voice and video) and share applications. It will be enabled for all licensed users. The service will be configured to allow federation to other Skype for Business users.

COMPLIANCE SUPPORT

Dell will assist Customers in the setup of compliance systems, such as those available to make external backups of email data for data retention purposes.

For mailbox data previously stored on premise, Dell will provide advice to Customers on how to restore this data into Office 365. It is the Customer's responsibility to perform the restoration.

Dell will also provide advice to Customers on how to use the native Office 365 Litigation On-Hold function that is available in the Enterprise Plans.

USER ACCOUNT SYNCHRONIZATION

User account and password synchronization will be performed with the Azure AD Connect tool (formerly known as DirSync).

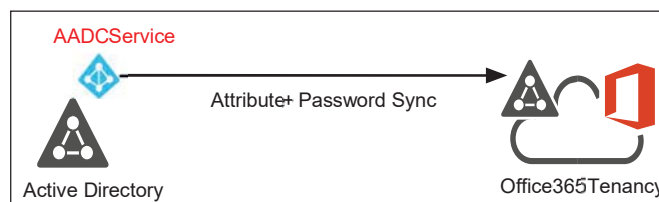


Figure – Azure AD Connect Process

Azure AD Connect is a small application that is installed on a server that is joined to the Customer's domain that will synchronize the user accounts and passwords to the Office 365 tenancy. This will allow users to log on to their Office 365 accounts with the same user accounts and passwords that they use on the Customer's domain. This tool does not achieve single sign-on but provides a same sign on experience.



The Azure Active Directory Connect can be installed on an existing domain controller server but it is preferable to install this on a standalone server.

Dell will assist the customer in deploying and configuring Azure AD Connect.

END- TO- END PREMIUM EXCHANGE HYBRID MODE (PAID SERVICE)

For Customers that want Dell Support to remotely connect and perform the hybrid connections on their behalf, they can purchase the end to end premium exchange hybrid configuration service that includes an initial consultation with Dell Support, followed by a remote connection session where Dell Support will work alongside your IT team to set up and configure exchange hybrid mode using best practices and most current technologies.

* Please note that Customer may need to purchase additional certificates or licenses to enable a hybrid configuration. Available only in select regions, please contact your Dell representative for availability.

END- TO- END PREMIUM EMAIL MIGRATION SERVICES (PAID SERVICE)

For Customers that want Dell Support to manage the end to end migration process, they can purchase a fully managed migration offering that provides the peace of mind of having professionals handle all aspects of the migration process.

This paid offering includes the End-to-End Premium Email Migration features identified in the table below, along with:

- Initial consultation with Dell Support to collection information and plan the migration process.
- 24/7 live monitoring of the migration process during data sync including post migration syncs for up to 48 hours and end user mail client configuration status.
- Automated notifications to mailbox holders.
- Scheduled DNS change over.
- Automated configuration of end users outlook clients.
- Customer outreach in the event of end user required actions or migration delays).

Dell Support will be available 24/7 during the migration to answer any questions that the Customer might have about the migration process.

Migration Feature	Mailbox Data Migration	End-to-End Premium Email Migration
Automated Server Discovery	✓	✓
Automated Mailbox Discovery	✓	✓
Office 365 License Detection	✓	✓
Office 365 Licensing Selection		✓
Mailbox Auto Match – Source and Office 365	✓	✓
Multi-Server/Multi-Protocol		✓
Multiple Domain Migrations		✓
Automated Communications		✓
Hands Free Configuration		✓
Migration Throttling Options	✓	✓
Initial Sync: Data moved in advance of migration	✓	✓
Final Sync: Full data true-up, post-migration sweeps	✓	✓
DNS Automation: Zero downtime	✓	✓

Migration via Source Side Impersonation	✓	✓
Staged Migrations		✓
Fully Automated DNS Configuration		✓
Automated Domain Provisioning in O365		✓
Basic Provisioning: Account and license		✓
Advanced Provisioning: Users, DGs, Aliases, Permissions etc.		✓
Password Validation	✓	✓
Password Synchronization		✓
Exchange Permissions for Public Folders and Mailboxes		✓
Outlook Configuration		
Automated Desktop Readiness		✓
Automated Outlook Patching		✓
Automated Outlook Profile Creation		✓
Automated Local PST Attach		✓
Signature Block, Address Autocompletes, Flags, Categories etc.		✓
Hands Free Migration		✓
POP3/IMAP Local Data Migration		✓

SCOPE: SUPPORT SERVICES

"End User(s)" means an employee or employees of a Customer of Dell who is authorized to receive or use the Office 365 Support Services.

Dell will use commercially reasonable efforts to provide Support Services to eligible End Users, including:

- Providing incident management (i.e. where an "incident" is an unplanned interruption in the services or a reduction in the quality of a service) and service request resolution to End Users in connection with the services.
- Providing support of technology related inquiries regarding the End User's purchased software services, including identification of common errors, recommendation of routine fixes, and assignment of ticket back to the manufacturer/software vendor, as required.
- Tracking and documenting incidents.
- Providing an on-line Customer Satisfaction Survey at service request closure.
- Recording incoming calls for Quality monitoring purposes

Dell will provide the Support Services via phone, email and chat channels, remote view and remote control. Hours of Support Services will be as indicated below. Average response times are included at the end of this Service Description, but are not guaranteed. End-Users must be registered in Dell's system to receive Support Services.

Dell reserves the right to modify the Support Services at any time for any reason with notice. Support Services will not commence until the Customer onboarding has been completed in its entirety. Dell may provide the Support Services by using a non-US based third-party.

SUPPORT EXCLUSIONS

1. Some Dell products are sold with limited support or conditions on support being provided to nominated contacts within the Customer's organization.



2. Support Services are provided on a 24 hours per day, 7 days per week basis in English language only. Support Services may be offered in other languages during hours specific to regions or customers at Dell's sole discretion.
3. Support services in Japan are provided in Japanese Monday through Friday, 9am till 5pm local time zone
4. Dell provides support for Microsoft Dynamics subscription and billing inquiries and assists customers in creating accounts. Technical support is provided by Microsoft and Dell will assist customers in Microsoft support ticket escalations.
5. Academic offers do not include full support for the End-User but is available for IT Administrators only.
6. Government (US Only), EDU and Basic offers do not include migration services, but those services can be purchased separately.
7. Where a subscription includes a migration service; the migration of SharePoint and OneDrive data is not included.
8. The configuration of Customer on-premise or other cloud-based environments is not included.

DELL SUPPORT ACCESS TO MICROSOFT CLOUD ENVIRONMENTS

Microsoft provides Customers of Office 365 and the associated cloud products with comprehensive security management and compliance tools. These tools can be found at <https://docs.microsoft.com/en-us/office365/securitycompliance/>.

As a Microsoft partner, Dell can administer Customer tenants within the admin center. This is known as Delegated Administration, and it allows Dell to manage the Customer's Office 365 tenant as if Dell was an administrator within the customer organization.

Customer can remove Dell as a Delegated Admin. However, the ability to provide the Support Services as outlined in this Service Description will be limited. If delegated Admin access is removed, Dell will only be able to order and provision subscriptions through Dell.

Customers can use the Office 365 Security & Compliance Center to search the unified audit log to view both user and administrator activity within the Customer's Office 365 organization.

OFFER SPECIFIC CUSTOMER RESPONSIBILITIES

Customer will be responsible for:

- Training staff to a minimal level of competency on Office 365, feature configuration, and maintenance.
- Administrative functions for Active Directory related to Office 365 services purchased from Dell.
- Maintenance of on-premise infrastructure.
- Recovery of on-premise infrastructure in the event of an outage, including restoring data and applications.

GENERAL CUSTOMER RESPONSIBILITIES

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use, whether remotely or in-person, Customer-owned or licensed software, hardware, systems, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.

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

Data Backup. Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. DELL WILL HAVE NO LIABILITY FOR:

- ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
- LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;
- DAMAGED OR LOST REMOVABLE MEDIA;
- THE LOSS OF USE OF A SYSTEM OR NETWORK; AND/OR
- FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL OR A THIRD-PARTY SERVICE PROVIDER.

Dell will not be responsible for the restoration or reinstallation of any programs or data.

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

DELL SERVICES TERMS & 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 Dell’s Cloud Solutions Agreement (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	Dell.com/cloudterms	Dell.com/cloudterms
Canada	Dell.ca/terms (English) Dell.ca/conditions (French-Canadian)	Dell.ca/terms (English) Dell.ca/conditions (French-Canadian)
Latin America & Caribbean Countries	Mexico: Your terms and conditions of sale will be sent to you along with your quote	Not applicable
Asia-Pacific-Japan	Available on request	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	<p>France: Dell.fr/ConditionsGeneralesdeVente</p> <p>Germany: Dell.de/Geschaeftsbedingungen</p> <p>UK: Dell.co.uk/cloudsolutionsagreement</p>	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.

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 Office 365 with Dell Service Description available for review at www.dell.com/learn/us/en/04/service-contracts-saas-cloud-services.

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.

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.

SUPPLEMENTAL TERMS CONDITIONS APPLICABLE TO CLOUD & SAAS SERVICES

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

2. Important Additional Information

- A. Payment for Hardware Purchased With Services.** Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of cloud or SaaS services purchased with such hardware.
- B. Optional Services.** Optional services (including point-of-need support, installation, consulting, managed, professional, support, security or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Service Description.
- C. Assignment.** Dell may assign this Service and/or Service Description to qualified third party service providers.
- D. Geographic Limitations and Relocation.** This Service is not available at all locations. Service options, including service levels, technical support hours, and on-site response times will vary by geography and certain options may not be available for purchase in Customer’s location, so please contact your sales representative for these details.

DELL OFFICE 365 FROM DELL OFFERS OVERVIEW

Offers	Standard Support	Basic Support**	Non-Profit**	EDU (Academic) **	GOV (O365 GCC) **
Email Migration Assistance*	✓		✓		
24 x 7 Support	✓	✓	✓	✓	✓
IT Admin Support	✓	✓	✓	✓	✓
End User Support	✓	✓	✓		✓
Monthly Billing	✓	✓	✓	✓	
Annual Billing	✓	✓	✓	✓	✓
Eligibility Requirements			✓	✓	✓

* Customers who initially purchase an offer that includes Email Migration Assistance are not eligible to change to a different offer for 24 months following the initial purchase.

** Basic, Non-Profit, EDU and GOV Support is not available in all countries. Customers should check with their local Dell sales representative to determine availability in their respective country.

AVERAGE SUPPORT RESPONSE TIMES

Support Platform	Average Response Times
Phone	120 seconds
Email or Voicemail	4 hours
Chat	120 seconds



DELL CUSTOMER CONTROL PANEL AVAILABILITY (IN ENGLISH)

Country	Link
United States of America	https://cp.cloudstore.dell.com
Canada	https://ca-cp.cloudstore.dell.com
United Kingdom	https://uk-cp.cloudstore.dell.com
Germany	https://de-cp.cloudstore.dell.com
France	https://fr-cp.cloudstore.dell.com
Australia	https://au-cp.cloudstore.dell.com
India	https://in-cp.cloudstore.dell.com
Japan	https://jp-cp.cloudstore.dell.com
New Zealand	https://in-cp.cloudstore.dell.com
Singapore	https://sg-cp.cloudstore.dell.com
Malaysia	https://my-cp.cloudstore.dell.com

If you cannot access the Dell Customer Control Panel because of your region or for any other reason, you can access the Microsoft Online Portal (MOP) by clicking [here](#) or by going to: <https://portal.office.com/>.

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