



Basic Support for Enterprise

Introduction

Dell EMC¹ is pleased to provide Basic Support for Enterprise (the “**Service(s)**” or “**Support Services**”) in accordance with this Service Description (“**Service Description**”). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment from Dell EMC (the “**Order Form**”) will include the name(s) of the Product(s)², applicable Service(s) and related option(s), if any. For additional assistance, or to request a copy of your governing agreement applicable to the Services (the “**Agreement**”), contact your Dell EMC sales representative. For Customers who purchase from Dell under a separate Agreement that authorizes the sale of these Services, the Dell Services Terms & Conditions Supplement³ also applies to these Services. For a copy of your agreement with your applicable Dell EMC reseller, contact that reseller.

The Scope of This Service

The features of this Service include:

- Access to the Dell EMC Customer Service and Support organization for troubleshooting assistance of Products as set forth in the table below.
- On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site or other Customer business location approved by Dell EMC as detailed in the Agreement (as necessary and according to the support option purchased) to address a Product problem. See below for more details on severity levels and onsite service options.

Please review the table below for more details.

How to Contact Dell EMC if You Require Service

Online, Chat, and Email Support: Dell EMC website, chat, and email support available for select products at <https://www.dell.com/support>.

Telephone Support Requests: Available during local business hours. Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in this document. Visit <https://www.dell.com/support> for a list of applicable telephone numbers for your location.

The following chart lists the service features of Basic Support provided under Dell EMC’s standard warranty and/or maintenance terms.

Basic Support is available as to:

1. Dell EMC® Equipment which is identified on the [EMC Product Warranty and Maintenance Table](#) as
 - including Basic Support during the applicable warranty period; or
 - eligible for Basic Support during a subsequent maintenance period
2. Dell EMC Software which is identified on the [EMC Product Warranty and Maintenance Table](#) as eligible for Basic Support during a maintenance period.

¹ “Dell EMC”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell Order Form and the applicable Dell EMC sales entity (“Dell EMC”) specified on your Dell EMC Order Form. The use of “Dell EMC” in this document does not indicate a change to the legal name of the Dell or Dell EMC entity with whom you have dealt.

² As used in this document, “Dell EMC Products”, “Products”, “Equipment” and “Software” means the Dell EMC Equipment and Software identified on the [Dell EMC Product Warranty and Maintenance Table](#) or on your Order Form and “Third Party Products” is defined in your Agreement, or in the absence of such definition in your Agreement, in the [Dell EMC Commercial Terms of Sale](#), or your local Dell EMC Terms of Sale, as applicable. “You” and “Customer” refers to the entity named as the purchase of these Services in the Agreement.

³ To review the Dell Services Terms of Sale Supplement, please go to <https://www.dell.com/servicecontracts/global>, choose your country and select the Support Services tab on the left hand navigation column of your local country page.

SERVICE FEATURE	DESCRIPTION	BASIC SUPPORT – COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	Customer may contact Dell EMC by telephone during local business hours or web interface 24x7 to report an equipment or software problem.	Included.
ONSITE RESPONSE	Dell EMC sends authorized personnel to the installation site to work on the problem after Dell EMC has isolated the problem and deemed Onsite Response is necessary.	Not included for Storage, Data Protection or Hyperconverged Products, included for Server and Networking Products. Available for purchase under Dell EMC's then-current, standard time and materials terms, conditions, and pricing.
REPLACEMENT PARTS DELIVERY	Dell EMC provides replacement parts when deemed necessary.	Included. Replacement parts will be shipped to the Customer for next local business day arrival. Local country shipment cut-off times may impact the next local business day delivery of replacement parts. Installation of all replacement parts is the responsibility of the Customer. Customer is responsible for returning all replaced parts to a facility designated by Dell EMC.
RIGHTS TO NEW RELEASES OF SOFTWARE	Dell EMC provides the rights to new Software Releases as made generally available by Dell EMC.	Not included, unless reflected on Dell EMC Product Warranty and Maintenance Table.
INSTALLATION OF SOFTWARE RELEASES	Installation of new Software Releases is not included.	Customer will perform the installation of new Software Releases (including, Software that is not classified by Dell EMC as Equipment operating environment Software as well as Software which Dell EMC determines is Equipment operating environment Software).
24X7 REMOTE MONITORING AND REPAIR	Certain Dell EMC products will automatically and independently contact Dell EMC to provide input to assist Dell EMC in problem determination.	Not included.
24X7 ACCESS TO ONLINE SUPPORT TOOLS	Customers who have properly registered have access on a 24x7 basis to Dell EMC's web-based knowledge and self-help customer support tools via the Dell EMC Online Support site.	Included.

*SEVERITY LEVEL DEFINITIONS

SEVERITY 1 Critical – loss of ability to perform critical business functions and requires immediate response

SEVERITY 2 High – able to perform business functions, but performance/capabilities are degraded or severely limited.

SEVERITY 3 Medium/Low – little to no business impact.



Other Details about Your Service

The warranty periods and support options (“Support Information”) on this website apply (i) only between Dell EMC and those organizations that procure the applicable products and/or maintenance under a contract directly with Dell EMC (the “Dell EMC Customer”); and (ii) only to those products or support options ordered by the Dell EMC Customer at the time that the Support Information is current. Dell EMC may change the Support Information at any time. Other than changes caused by publishers and manufacturers of Third Party Products, the Dell EMC Customer will be notified of any change in the Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between Dell EMC and the Dell EMC Customer, but any such change shall not apply to products or support options ordered by the Dell EMC Customer prior to the date of such change.

Dell EMC will have no obligation to provide Support Services with respect to Equipment that is outside the Dell EMC Service Area. “Dell EMC Service Area” means a location that is within (i) one hundred (100) drivable miles or one hundred sixty (160) drivable kilometers of an Dell EMC service location for Storage and Data Protection Equipment and/or components; and (ii) the same country as the Dell EMC service location, unless otherwise defined in your governing agreement with Dell EMC, in which case the definition in the governing agreement prevails. For EMEA customers, unless stated otherwise in this Service Description or the Agreement, on-site service is available within a distance of up to 150 kilometers from nearest Dell EMC Logistics location (PUDO or Pick-Up/Drop-off location). Please contact your sales representative for more information about availability of on-site service in EMEA.

This Service is not available at all locations. If your Product is not located in the geographic location that matches the location reflected in Dell EMC’s service records for your Product, of if configuration details have been changed and not reported back to Dell EMC, then Dell EMC must first re-qualify your Product for the support entitlement you purchased before applicable response times for the Product can be reinstated. Service options, including service levels, technical support hours, and on-site response times will vary by geography and configuration, and certain options may not be available for purchase in Customer’s location, so please contact your sales representative for these details. Dell EMC’s obligation to supply the Services to relocated Products is subject to various factors, including without limitations, local Service availability, additional fees, and inspection and recertification of the relocated Products at Dell EMC’s then-current time and materials consulting rates.

Products or services obtained from any Dell EMC reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Support Information on this website. The reseller may make arrangements with Dell EMC to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Customers and resellers who perform warranty and/or maintenance services or professional services must be properly trained and certified. Performance of any services by untrained/uncertified Customers, resellers or third parties may result in additional fees if support from Dell EMC is required in response to such third parties’ performance of services. Please contact the reseller or the local Dell EMC sales representative for additional information on Dell EMC’s performance of warranty and maintenance services on Products obtained from a reseller.

CONTACT US

To learn more, contact your local representative or authorized reseller.

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