

Service Brief

Dell EMC ProDeploy Plus for PowerMax, Upgrade

This Service is part of Dell EMC ProDeploy Enterprise Suite ("ProDeploy Suite") which is available in multiple tiers: Basic Deployment, ProDeploy and ProDeploy Plus (the "Offer Tier" individually or the "Service Tiers" collectively). Enterprise solutions may include but are not limited to hardware platforms such as servers, storage, networking, and modular platforms (the "Hardware Platform") as well as associated enterprise software and hardware additions, upgrades or data management ("Supplemental Deployment Services").

Dell Technologies Services ("DT Services") is pleased to provide this Service in accordance with this document. Your quote, order form or other mutually agreed-upon form of invoice or order acknowledgment (as applicable, the "Order Form") will include the name of the Service(s) and available service options that you purchased. For additional assistance or to request a copy of your service contract(s), contact Dell Technologies Technical Support or your sales representative.

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Service Overview

The ProDeploy Plus for PowerMax Upgrade service delivers the deployment of a PowerMax solution. This service includes the installation of hardware for an existing PowerMax array upgrade and is delivered using in-region and onsite resources.

ProDeploy Plus for PowerMax Base, Upgrade

This service provides the base activities for installing incremental hardware on an existing Dell EMC PowerMax frame.

This service is always co-delivered with one or more instances of at least one of the following services to complete the scope of a PowerMax upgrade engagement:

- ProDeploy Plus Add-On for PowerMax Memory, Upgrade
- ProDeploy Plus Add-On for PowerMax FEIO Module, Upgrade
- ProDeploy Plus Add-On for PowerMax Capacity Pack, Upgrade
- ProDeploy Plus Add-On for PowerMax Vault Flash Module, Upgrade
- ProDeploy Plus Add-On for PowerMax Installation for eNAS, Upgrade
- ProDeploy Plus Add-On for PowerMax 8000 Brick w/Fabric, Upgrade
- ProDeploy Plus Add-On for PowerMax 8000 Brick wo Fabric, Upgrade
- ProDeploy Plus Add-On for PowerMax 8000 Brick System Bay, Upgrade
- ProDeploy Plus Add-On for PowerMax 2000 Brick, Upgrade
- ProDeploy Plus Add-On for PowerMax Cloud Addition, Upgrade
- ProDeploy Plus Add-On for PowerMax Cloud Removal, Upgrade
- ProDeploy Plus Add-On for PowerMax, eVASA Upgrade.

Offer Structure

There are two types of service offers available: Primary Services and Add-on Services.

Primary Services are either associated with the deployment of a specific Hardware Platform recently purchased or for a Supplemental Deployment Service on a hardware platform. Primary services are identified on the Order Form as either Basic Deployment, ProDeploy, or ProDeploy Plus followed by <Hardware Platform Series> or <Base> followed by <additional identifiers> if necessary. For example, *ProDeploy Plus Dell EMC PowerMax*.

Add-on Services are identified on the order form as "Add-on." Add-ons can be combined with any Primary Service within the same Offer Tier. For example, a ProDeploy Plus Add-on Service can only be combined with a ProDeploy Plus Primary Service. Some Add-on Services may include a list of sub-service options and those sub-services will be chosen by the customer post sale or at the commencement of the project. Add-on Services can be purchased in multiple quantities to cover different sub-services or for multiple quantities of the same sub-service. For additional information about specific Add-on Services, please review [Appendix A](#).

All ProDeploy and ProDeploy Plus services have a planning component. This is designed to gather information about the Customer environment so that successful integration and deployment may take place. It is NOT a substitute for strategic assessment or design services. Those consultative services may be purchased from Dell separately.

Project Scope

DT Services personnel or authorized agents ("Services personnel") shall work closely with Customer's staff to perform the services specified below ("Services"), subject to the Customer satisfying the "Customer Responsibilities" detailed in this document.

	ProDeploy Plus for PowerMax, Upgrade
	ProDeploy Plus for PowerMax Base Upgrade
PowerMax arrays	1

During this part of the service, Services personnel:

	ProDeploy Plus for PowerMax, Upgrade
	ProDeploy Plus for PowerMax Base Upgrade
Meets with Customer to ensure that the environment and operational deployment requirements (hardware, software, and infrastructure) are met, and provides Customer with a list of required or beneficial updates.	✓
Plans and estimates a schedule for the installation and/or configuration tasks for the Services.	✓
Confirms the site requirements.	✓
Ensures that the prerequisite installation and configuration activities have been completed.	✓
Ensures customer has Unisphere alert notifications enabled.	✓
Prepares for discussion on alerts notifications required by customer.	✓
Ensures customer has one or more notification method setup for Unisphere alert notifications.	✓

Enables Unisphere alerts agreed by customer and configure the notification mechanism.	✓
Locates target third-party or Dell EMC target rack, and Dell EMC mini-rack.	✓
Performs technical pre-installation reviews	✓
Installs rails and trays.	✓
Applies identification tags.	✓
Installs required components.	✓
Installs internal cables.	✓
Installs external cables.	✓
Installs bay bezel.	✓
Disposes of packing material and prepares the Dell EMC mini-rack for return to Dell.	✓
Verifies that the installation and/or configuration results are correct.	✓
Provides the Customer with the Project Completion Form.	✓

The following activities included in all services including customer-selected Supplemental Deployment Services, focus on managing the initiation, planning, execution, and closure of the project including coordinating delivery resources and communicating with stakeholders:

- Manages DT Services resources assigned to the project.
- Works with the Customer assigned single point of contact to coordinate project tasks and the resources assigned to complete said tasks.
- Acts as the single point of contact for all project communication and escalations.
- Determines the engagement process and schedule.
- Develops a high-level Project Plan with critical path events and milestones.
- Conducts a kickoff meeting to review the project scope, expectations, communication plans, and availability of required resources.
- Conducts periodic status meetings to review project process, issues, and potential risks. The frequency of the meetings will be mutually agreed upon by the Customer and DT Services.
- Coordinates project closeout.

30 Day Post-Deployment Configuration Assistance

For up to 30 days after the deployment date, DT Services will provide remote configuration assistance for the purchased Supported Products (as defined in this document), components, and within the defined project scope included with this Service. If you have configuration questions after the Dell deployment team has left your site, call Dell technical support for initial assistance. If more in-depth assistance is needed, Dell technical support will engage the appropriate team to schedule time to assist you with configuration support.

Training Credits

Customers who purchase the Services for use with select Supported Products may receive DT Services Education Services Training Credits ("Training Credits"). Check your Order Form to confirm whether your purchase of the Services includes a ProDeploy Plus Training Credits SKU, and to determine how many Training Credits you receive with your purchase of the Services.

Training Credits are a flexible way to purchase training courses offered by Dell Technologies Education Services ("Dell"). Training courses are offered in a variety of formats: On-Demand training, Virtual Classroom training and

Live Classroom training at a location open to any customer or at a customer site. A list of available training courses can be found at education.dell EMC.com.

Training Credits should be redeemed in the country in which they are purchased, but may also be redeemed outside the country in which they are purchased on a case by case basis as determined by Dell. In order to redeem Training Credits outside the country in which they are purchased, contact Dell Technologies Education Services or your sales representative.

The duration of the term during which you can use the Training Credits to purchase Dell Technologies Education Services training courses is twelve (12) months from the date of your purchase of the Training Credits. All training courses redeemed against the Training Credits must be scheduled and delivered prior to expiration of your applicable 12 month period from the date of purchase of the Services on the Order Form, except to the extent applicable law requires otherwise. After you purchase your Training Credits, Dell will provide a monthly balance report of your Training Credits and a 90 day notice for any expiring Training Credits. If you have questions about the expiration of your Training Credits, contact Dell or your sales representative. Dell's obligations to provide Dell Technologies Education Services training to you in return for the Training Credits you purchase will be deemed satisfied after the 12 month period following the date of your purchase of the Training Credits, even if you do not use the Training Credits to purchase any Dell Technologies Education Services training. If the Training Credits expire, you will not receive a refund for the purchase of the Training Credits.

Your purchase of Training Credits may be used for training provided by Dell Technologies Education Services, and in some limited instances for certain third-party training. Contact Education Services or your sales representative for more information about qualifying third party training offerings.

Services Scope Changes

Any changes to the Services, the schedule, charges or this document must be mutually agreed upon by DT Services and the Customer in writing. Depending on the scope of such changes, DT Services may require that a separate Statement of Work detailing the changes, the impact of the proposed changes on the charges and schedule, and other relevant terms, be executed by the parties.

Service Exclusions

DT Services is responsible for performing only the Services expressly specified in this document and marked with a checkmark (☐) for the Service you purchased. All other services, tasks, and activities are considered out of scope.

Customer will maintain a current version of an anti-virus application continuously running on any system to which DT Services is given access and will scan all Deliverables and the media on which they are delivered. Customer shall take reasonable data back-up measures and, in particular, shall provide for a daily back-up process and back-up the relevant data before DT Services performs any remedial, upgrade, or other works on Customer's production systems. To the extent DT Services liability for loss of data is not anyway excluded under the Existing Agreement or this document, DT Services shall, in case of data losses, only be liable for the typical effort to recover the data which would have accrued if Customer had appropriately backed up its data.

The following activities are not included in the scope of this service:

- All ProDeploy and ProDeploy Plus services have a planning component. This is designed to gather information about the Customer environment so that successful integration and deployment may take place. It is NOT a substitute for strategic assessment or design services. Those consultative services may be purchased from Dell separately.
- Activities related to the existing customer data center environment such as de/installation, re/configuration, connection, troubleshooting, etc.
- Custom scripting, coding, performance tuning or optimization.
- Installation, configuration, or migration of any applications, web technologies, databases, virtualized networking, or other software except when explicitly described in the Project Scope above.
- Migrations or movement of Physical to Virtual or Virtual to Virtual compute systems other than those explicitly described in the Project Scope above.

- Data or Application migrations to/from unsupported products, remote data centers, to non-Dell Technologies products.
- Physical installation of computer components such as memory cards, internal storage devices, expansion cards into non-Dell Technologies products.
- Installation or configuration of unsupported products. All Dell- and Customer-supplied components will be validated as supported or not during the planning process. Note that in some instances, Dell may provide guidance for installation and configuration of non-supported products to be completed by the Customer.
- Routing of cabling (Network, Power, or Fibre) between racks, or through walls, ceilings, floors, or between rooms.
- Racking of dense or heavy enclosures higher than 21u in a rack or mounting of enclosures higher than the 44u position in any rack.
- Connection to Direct Current power supplies. A qualified electrician must perform all connections to DC power and to safety grounds.

This Service Brief 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.

Customer Responsibilities

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Products, 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.

Cooperate with Phone Analyst and On-site Technician. Customer will cooperate with and follow the instructions given by any Dell phone analyst or on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.

Equipment Readiness. Customer will be responsible for the movement of equipment from the receiving areas of their facility to the site of installation prior to DT Services assuming responsibility for equipment de-crate and installation.

On-site Obligations. Where Services require on-site performance, Customer will provide (at no cost to Dell) free, safe and sufficient access to Customer's facilities and the Supported Products, including ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

Maintain Software and Serviced Releases. Customer will maintain software and Supported Products at Dell-specified minimum release levels or configurations as specified on www.support.dell.com supported products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep the Supported Products eligible for this Service.

Data Backup; Removing Confidential Data. 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. In addition, Customer is responsible for removing any confidential, proprietary, or personal information and any removable media such as SIM cards, CDs, or PC Cards regardless of whether an on-site technician is also providing assistance. 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;

- DATA OR VOICE CHARGES INCURRED AS A RESULT OF FAILING TO REMOVE ALL SIM CARDS OR OTHER REMOVABLE MEDIA INSIDE SUPPORTED PRODUCTS THAT ARE RETURNED TO DELL;
- 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. When returning a Supported Product or part thereof, Customer will only include the Supported Product or part which has been requested by the phone technician.

DT Services will not be for configuration changes of existing iSCSI environment.

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.

Additional Customer Responsibilities. The following are additional responsibilities of the Customer:

- Provide DT Services with reasonable access to Customer functional, technical, and business staff as necessary to perform the Services.
- Provide DT Services personnel with workstation(s) to enable access to the software identified in this document.
- Assign a primary contact and point of authorization as the Customer project manager. This single point of contact will be responsible for issue resolution, activity scheduling, interview scheduling, and information collection and dissemination. The Project Sponsor is responsible to ensure compliance with Customer obligations.
- Assign a lead technical resource to act as a single technical point-of-contact between Customer and DT Services as necessary for the duration of the engagement.
- Supply DT Services with a list of all Customer-provided hardware to be used in the implementation to verify the equipment conforms to the Support Matrix and applicable Compatibility Matrixes.
- Ensure that all required site preparations have been successfully met for any new non-Dell EMC system components. Customer will also ensure its facilities (or facilities provided through a third-party) are capable of accepting and supporting any new products ordered from Dell Technologies before the project start date. This includes, but is not limited to, adequate HVAC, power, floor space, security, etc.
- Make appropriate system maintenance windows available for DT Services (or authorized agents) as needed to prepare equipment.
- Provide (as required) implementation of communications infrastructure and components.
- Provide technical support for implementation teams, all vendors, and third parties as necessary.
- Assume responsibility for all network connectivity, performance, and configuration issues.
- Identify the current operating system patch set level required for this engagement and install any recommended patch set(s) prior to the engagement commencement.
- Ensure that an adequate backup and restore process exists and is operational.
- Obtain and provide, at its own cost and expense, all third-party licenses and maintenance agreements necessary for DT Services to complete the project.
- Maintain the properly configured hardware/operating system platform to support the Services and prepare a properly configured server prior to the commencement of Services.
- Obtain licenses and related maintenance support under separate contract for any necessary Dell EMC products before the commencement of Services.
- Allow DT Services to post any documents necessary to provide Services in compliance with the law at any site at which Services are performed.
- Manage site facility preparation, including but not limited to cabling, HVAC, and power.
- Ensure any site-specific and/or site-to-site network infrastructure required is in place and operational.

- Manage all internal change control procedures and documentation including coordination with application and business owners.
- Provide at least one technical contact with system administration responsibilities and appropriate system and information access privileges to perform this service.

Services Schedule

Unless otherwise mutually agreed in writing, the anticipated start date of the Services is within two (2) weeks after receipt and approval by DT Services of the Customer’s purchase order for this Service.

Customer shall have twelve (12) months from the date of DT Services invoice to use the Services described herein (“**Service Period**”). The Services shall automatically expire on the last day of the Service Period, unless otherwise agreed to by DT Services. Under no circumstances shall Customer be entitled to a credit or refund of any unused portion of the Services.

Dell business hours are Monday through Friday (8:00am to 6:00pm Customer local time) unless otherwise specified in the table below.

Country	Normal Dell Technologies Services business hours
Costa Rica, Denmark, El Salvador, Finland, Guatemala, Honduras, Norway, Panama, Puerto Rico, Rep. Dominicana, Sweden	8:00 AM to 5:00 PM
Australia, China, Hong Kong, Japan, Korea, Malaysia, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, France, India, Italy, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM
Middle East	Sunday thru Thursday from 8:00 AM to 6:00 PM

Some service activities may be performed outside of normal Dell business hours based upon Customer request and local regulations. Work will be performed in increments of up to 8 hours per day, unless mutually agreed to in advance with DT Services. No activities shall take place during local, state and/or country holidays.

The Services described in this document are performed on a fixed price basis at the fees specified in the applicable Service Provider quote.

The Services will be delivered using Service Provider’s standard delivery model, which may include onsite and/or offsite delivery of the Services. If the Customer requires a different delivery model, the charges, expenses, scope of work and/or schedule are subject to modification in accordance with the “Services Scope Changes” section in this document. If the Customer does not authorize such change(s) in accordance with the “Services Scope Changes” section, Service Provider and the Customer agree that Service Provider’s standard delivery model will apply for the Services. (Not applicable to U.S. Government or U.S. State engagements that preclude the use of offsite delivery of services.)

Invoices are issued upon Service Provider’s receipt and approval of the Customer’s purchase order.

Customer authorizes Service Provider to invoice for and shall pay additional amounts related to changes or exceptions to the Services.

Dell Technology Services Terms and Conditions

This document is between the customer defined in the appropriate sale description below (“Customer”) and the applicable Dell Technologies sales entity (“Dell Technologies”) specified on your Sales Order and sets forth the

business parameters and other matters regarding services that Customer has engaged Dell Technologies to provide hereunder.

Direct Sale from Dell Technologies to Customer: This document and the performance of the Services detailed herein are subject to (i) the most recently signed agreement between Customer and Dell Technologies that contains terms and conditions designated to apply to professional services ("Existing Agreement"); or (ii) in the absence thereof, Dell Technologies standard terms and conditions for professional services specified below. In the event of a conflict between this document and your Existing Agreement, this document shall govern.

Sale by Dell Technologies Authorized Reseller to Customer: If you have purchased the Services detailed herein through a Dell Technologies authorized reseller, this document is for descriptive and informational purposes only and does not establish a contractual relationship or any rights or obligations between you and Dell Technologies. Such Services are governed solely by the agreement between you and your Dell Technologies authorized reseller. Dell Technologies has permitted your Dell Technologies authorized reseller to provide this document to you. Your Dell Technologies authorized reseller may make arrangements with Dell Technologies to perform all or a portion of the Services on behalf of the reseller.

Sale from Dell Technologies to Dell Technologies Authorized Reseller: This document and the performance of the Services detailed herein are subject to the professional services terms and conditions between you ("Partner") and Dell Technologies that are specified in (i) the signed product and services ordering agreement, if any; or (ii) the applicable signed stand-alone professional services agreement ("PSA") if any, and in case both exist, the document having the later effective date shall govern; or (iii) in the absence of the previously described agreements, Dell Technologies standard terms and conditions for professional services specified below. Partner acknowledges and agrees that: (a) its agreements with its customers ("End-Users") for the Services detailed herein are not contracts of Dell Technologies; (b) Partner has no right or power to bind Dell Technologies to any commitments unless otherwise explicitly agreed upon in writing by Dell Technologies and shall not represent otherwise or purport to do so; (c) End Users are not third-party beneficiaries of this document or any other agreement between Dell Technologies and Partner; (d) all references to "Customer" in this document shall mean the Partner who is purchasing the Services; and (e) where the provision of the Services by Dell Technologies is contingent on a Partner obligation, then that obligation may also apply to its End-User with respect to the provision of Services to such End-User. Partner shall ensure that such End-User complies with such obligations where applicable. In the event the End-User fails to meet such an obligation, then Dell Technologies shall not be liable for any resulting failure to perform its obligations. In the event of a conflict between this document and the agreements referenced in (i) and (ii) above, this document shall govern.

The following terms and conditions govern this document:

1.1 **Term; Termination.** This document begins on the date specified in the "Service Schedule" section above, and, unless terminated for breach, continues in accordance with its terms. A party shall notify the other in writing in case of the other's alleged breach of a material provision of this document. The recipient shall have thirty (30) calendar days from the date of receipt of such notice to effect a cure ("**Cure Period**"). If the recipient of such notice fails to effect a cure within the Cure Period, then the sender of the notice shall have the option of sending a written notice of termination, which shall take effect upon receipt.

1.2 **Grant of Copyright or License Rights in Deliverables.** Subject to Customer's payment of all amounts due Dell Technologies, the parties agree (i) Customer shall own all copyright rights to the portion of Deliverables (defined below) that consists solely of written reports, analyses and other working papers prepared and delivered by Dell Technologies to Customer in the performance of Dell Technologies obligations hereunder, and (ii) for the portion of Deliverables that consists of scripts and code, Dell Technologies grants Customer a non-exclusive, non-transferable, irrevocable (except in case of breach of this document) perpetual right to use, copy and create derivative works from such (without the right to sublicense) for Customer's internal business operations, as contemplated hereunder. The license granted in this section does not apply to (a) Customer furnished materials, and (b) any other Dell Technologies products or items licensed, or otherwise provided, under a separate agreement. "**Deliverables**" means any reports, analyses, scripts, code or other work results which have been delivered by Dell Technologies to Customer within the framework of fulfilling obligations under this document.

1.2.1 Customer Furnished Materials. Customer does not relinquish any of its rights in materials it furnishes to Dell Technologies for use in performing the Services. Pursuant to Customer's Proprietary Rights (defined below) therein, Customer grants Dell Technologies a non-exclusive, non-transferable right to use such solely for the benefit of Customer in fulfillment of Dell Technologies obligations hereunder.

1.2.2 Reservation of Proprietary Rights. Each party reserves for itself all Proprietary Rights that it has not expressly granted to the other. Dell Technologies shall not be limited in developing, using or marketing services or products which are similar to the Deliverables or Services provided hereunder, or, subject to Dell Technologies confidentiality obligations to Customer, in using the Deliverables or performing similar Services for any other projects. "**Proprietary Rights**" mean all patents, copyrights, trade secrets, methodologies, ideas, concepts, inventions, know-how, techniques or other intellectual property rights of a party.

1.3 Confidential Information; Publicity. "**Confidential Information**" means any information that is marked "confidential", "proprietary" or the like or in relation to which its confidentiality should by its nature be inferred or, if disclosed orally, are identified as being confidential at the time of disclosure and, within two (2) weeks thereafter, is summarized, appropriately labeled and provided in tangible form. Confidential Information does not include information that is (i) rightfully in the receiving party's possession without prior obligation of confidentiality from the disclosing party; (ii) a matter of public knowledge; (iii) rightfully furnished to the receiving party by a third party without confidentiality restriction; or (iv) independently developed by the receiving party without reference to the disclosing party's Confidential Information. Each party shall (a) use Confidential Information of the other party only for the purposes of exercising rights or performing obligations hereunder; and (b) protect from disclosure to any third parties, by use of a standard of care equivalent to that as used by recipient to protect its own information of a similar nature and importance, and, no less than the use of reasonable care, any Confidential Information disclosed by the other party for a period commencing upon the date of disclosure until three (3) years thereafter, except with respect to (1) Customer data to which Dell Technologies may have access in connection with the provision of Services, which shall remain Confidential Information until one of the exceptions stated above applies; and (2) Confidential Information that constitutes, contains or reveals, in whole or in part, Dell Technologies proprietary rights, which shall not be disclosed by the receiving party at any time. Notwithstanding the foregoing, the receiving party may disclose Confidential Information (A) to its Affiliate (defined below) for the purpose of fulfilling its obligations or exercising its rights hereunder as long as such Affiliate complies with the foregoing; and (B) to the extent required by law (provided the receiving party has given the disclosing party prompt notice). "**Affiliate**" means a legal entity that is controlled by, controls, or is under common "control" with Dell Technologies or Customer, respectively. "**Control**" means more than 50% of the voting power or ownership interests. Each party shall not, and shall not authorize or assist another to, originate, produce, issue or release any written publicity, news release, marketing collateral or other publication or public announcement, relating in any way to this document, without the prior written approval of the other, which approval shall not be unreasonably withheld.

1.4 Payment. Customer shall pay Dell Technologies invoices in full and in the same currency as the Dell Technologies invoice within thirty (30) days after the date of Dell Technologies invoice, with interest accruing thereafter at the lesser of 1.5% per month or the highest lawful rate. The charges due hereunder are exclusive of and Customer shall pay or reimburse Dell Technologies for all value added (VAT), sales, use, excise, withholding, personal property, goods and services and other taxes, levies, customs and duties resulting from Customer's purchase order, except for taxes based on Dell Technologies net income. If Customer is required to withhold taxes, then Customer will forward any withholding receipts to Dell Technologies at tax@dell.com.

1.5 Warranty; Warranty Disclaimer. Dell Technologies shall perform the Services in a workmanlike manner in accordance with generally accepted industry standards. Customer must notify Dell Technologies of any failure to so perform within ten (10) days after the performance of the applicable portion of Services. Dell Technologies entire liability and Customer's sole remedy for Dell Technologies failure to so perform shall be for Dell Technologies to, at its option, (i) correct such failure, and/or (ii) terminate this document and refund that portion of any fees received that correspond to such failure to perform. **EXCEPT AS EXPRESSLY STATED IN THIS WARRANTY SECTION, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, Dell Technologies (INCLUDING ITS SUPPLIERS) MAKES NO OTHER EXPRESS WARRANTIES, WRITTEN OR ORAL, AND DISCLAIMS ALL IMPLIED WARRANTIES. INsofar AS PERMITTED UNDER APPLICABLE LAW, ALL OTHER WARRANTIES ARE SPECIFICALLY EXCLUDED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, AND ANY**

WARRANTY ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING OR PERFORMANCE, OR USAGE OF TRADE.

1.6 LIMITATIONS OF LIABILITY. Dell Technologies TOTAL LIABILITY AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR ANY CLAIM OF ANY TYPE WHATSOEVER, ARISING OUT OF OR IN CONNECTION WITH THIS DOCUMENT OR SERVICES PROVIDED HEREUNDER, SHALL BE LIMITED TO PROVEN DIRECT DAMAGES CAUSED BY Dell Technologies SOLE NEGLIGENCE IN AN AMOUNT NOT TO EXCEED THE PRICE PAID TO Dell Technologies FOR THE SERVICES RENDERED HEREUNDER. EXCEPT WITH RESPECT TO CLAIMS REGARDING VIOLATION OF Dell Technologies INTELLECTUAL PROPERTY RIGHTS, NEITHER PARTY SHALL HAVE LIABILITY TO THE OTHER FOR ANY SPECIAL, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, OR INDIRECT DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, REVENUES, DATA AND/OR USE), EVEN IF ADVISED OF THE POSSIBILITY THEREOF.

1.7 Miscellaneous. The parties shall act as independent contractors for all purposes hereunder. Nothing contained herein shall be deemed to constitute either party as an agent or representative of the other, or both parties as joint venturers or partners for any purpose. Neither party shall be responsible for the acts or omissions of the other, and neither party will have authority to speak for, represent or obligate the other party in any way without the prior written approval of the other party. Each party shall comply with all applicable export laws, orders and regulations and obtain all necessary governmental permits, licenses and clearances. Diversion contrary to US law, including US export laws is expressly prohibited. This document shall be governed by the laws of the Commonwealth of Massachusetts for transactions taking place in the United States and the country in which the Dell Technologies entity is located for transactions taking place outside of the United States, excluding any conflict of law rules. The U.N. Convention on Contracts for the International Sale of Goods does not apply.

Appendix A – Supplemental Deployment Services

Supplemental Deployment Services are additional deployment services which complement a new deployment or supplement an already-deployed Dell Technologies Solution. The following Supplemental Deployment Services are sold as add-on(s) to the above-referenced ProDeploy Enterprise Suite offer or a Standalone offer:

ProDeploy Plus Add-On for PowerMax Memory Upgrade

This service provides the add-on activities for installing and/or swapping the memory modules on an existing PowerMax frame. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax upgrade engagement.

Multiple instances of this service can be purchased and co-delivered with the base service.

ProDeploy Plus Add-On for PowerMax FEIO Module Upgrade

This service provides the add-on activities for installing a pair of front-end I/O modules on an existing PowerMax frame. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax upgrade engagement.

Multiple instances of this service can be purchased and co-delivered with the base service.

ProDeploy Plus Add-On for PowerMax Capacity Pack Upgrade

This service provides the add-on activities for installing a capacity pack on an existing PowerMax frame. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax upgrade engagement.

Note: This service is also used along with *Online Drive Removal for PowerMax custom* service, for installing new drives the storage array.

Multiple instances of this service can be purchased and co-delivered with the base service.

ProDeploy Plus Add-On for PowerMax Vault Flash Module Upgrade

This service provides the add-on activities for installing or swapping one pair of vault flash modules on an existing PowerMax frame. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax upgrade engagement.

Multiple instances of this service can be purchased and co-delivered with the base service.

ProDeploy Plus Add-On for PowerMax Installation for eNAS Upgrade

This service adds eNAS to an existing PowerMax frame using a Non-Disruptive Upgrade (NDU) process, for arrays put into a production without the feature being configured prior to, or at the time of installation. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax eNAS upgrade engagement.

Important!

- This add-on service is never delivered to add eNAS to a new PowerMax frame prior to installation, or to remove eNAS from a PowerMax frame once it has been configured.

ProDeploy Plus Add-On for PowerMax eVASA Upgrade

This service adds eVASA to an existing PowerMax frame put into a production without the feature being configured prior to, or at the time of installation. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax eVASA Addition upgrade engagement.

ProDeploy Plus Add-On for PowerMax 8000 Brick with Fabric Upgrade

This service provides the add-on activities for installing a PowerMax brick with fabric on an existing PowerMax 8000 frame, when going from a single-brick frame to a configuration with two or more bricks. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax upgrade engagement.

This service is used only for installation of the second brick to an existing PowerMax frame with a single brick.

ProDeploy Plus Add-On for PowerMax 8000 Brick without Fabric Upgrade

This service provides the add-on activities for installing a PowerMax brick without fabric on an existing PowerMax 8000 frame. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax upgrade engagement.

Multiple instances of this service can be purchased and co-delivered with the base service.

ProDeploy Plus Add-On for PowerMax 8000 Brick System Bay Upgrade

This service provides the add-on activities for installing the second system bay on an existing PowerMax 8000 frame. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax upgrade engagement.

ProDeploy Plus Add-On for PowerMax 2000 Brick Upgrade

This service provides the add-on activities for installing a PowerMax brick on a PowerMax 2000 frame. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax 2000 brick upgrade engagement.

ProDeploy Plus Add-On for PowerMax Cloud Addition Upgrade

This service adds Cloud Mobility to an existing PowerMax frame using a Non-Disruptive Upgrade (NDU) process, for arrays put into a production without the feature being configured prior to, or at the time of installation. This service is always co-delivered with one instance of the *ProDeploy Plus for PowerMax Base, Upgrade* service to complete the scope of a PowerMax Cloud Addition upgrade engagement.

ProDeploy Plus Add-On for PowerMax Cloud Removal Upgrade

This service removes Cloud Mobility from an existing PowerMax frame using a Non-Disruptive Upgrade (NDU) process, where this feature is not required. This service is always co-delivered with one instance of the *ProDeploy*

Plus for PowerMax Base, Upgrade service to complete the scope of a PowerMax Cloud Removal upgrade engagement.

DT Services personnel or authorized agents ("Services personnel") shall work closely with Customer's staff to perform the services specified below ("Services"), subject to the Customer satisfying the "Customer Responsibilities" detailed in this document.

ProDeploy Plus for PowerMax, Upgrade						
Service Quantities	ProDeploy Plus Add-On for PowerMax Memory Upgrade	ProDeploy Plus Add-On for PowerMax FEIO Module Upgrade	ProDeploy Plus Add-On for PowerMax Capacity Pack Upgrade	ProDeploy Plus Add-On for PowerMax Vault Flash Module Upgrade	ProDeploy Plus Add-On for PowerMax Installation for eNAS Upgrade	ProDeploy Plus Add-On for PowerMax eVASA Upgrade
Number of Storage Arrays	1	1	1	1	1	1
PowerMax bricks in which to install memory modules	1					
Pairs of FE IO Modules		1				
Capacity Packs			1			
Vault Flash Modules				1		

ProDeploy Plus for PowerMax, Upgrade						
Service Quantities	ProDeploy Plus Add-On for PowerMax 8000 Brick with Fabric Upgrade	ProDeploy Plus Add-On for PowerMax 8000 Brick without Fabric Upgrade	ProDeploy Plus Add-On for PowerMax 8000 Brick System Bay Upgrade	ProDeploy Plus Add-On for PowerMax 2000 Brick Upgrade	ProDeploy Plus Add-On for PowerMax Cloud Addition Upgrade	ProDeploy Plus Add-On for PowerMax Cloud Removal Upgrade
Number of Storage Arrays	1	1	1	1	1	1
PowerBrick with Fabric	1					
PowerBrick without Fabric		1				
System Bays			1			
PowerBrick for PowerMax 2000				1		

During this part of the service, Services personnel:

Service Tasks	ProDeploy Plus for PowerMax, Upgrade					
	ProDeploy Plus Add-On for PowerMax Memory Upgrade	ProDeploy Plus Add-On for PowerMax FEIO Module Upgrade	ProDeploy Plus Add-On for PowerMax Capacity Pack Upgrade	ProDeploy Plus Add-On for PowerMax Vault Flash Module Upgrade	ProDeploy Plus Add-On for PowerMax Installation for eNAS Upgrade	ProDeploy Plus Add-On for PowerMax eVASA Upgrade
Meets with Customer to ensure that the environment and operational deployment requirements (hardware, software, and infrastructure) are met, and provides Customer with a list of required or beneficial updates.	✓	✓	✓	✓	✓	✓
Plans and estimates a schedule for the installation and/or configuration tasks for the Services.	✓	✓	✓	✓	✓	✓
Confirms the site requirements.	✓	✓	✓	✓	✓	✓
Ensures that the prerequisite installation and configuration activities have been completed.	✓	✓	✓	✓	✓	✓
Completes the activities for swapping and/or installing memory.	✓					
Completes the activities for installing a pair of front-end I/O modules.		✓				
Completes the add-on activities for installing a capacity pack or drives.			✓			
Completes the add-on activities for installing or swapping a pair of vault flash modules.				✓		
Installs and configures the required eNAS.					✓	
Connects MMCS Ethernet cables to enable eNAS operation.					✓	
Installs and configures the required eVASA feature.						✓
Verifies that the installation and/or configuration results are correct.	✓	✓	✓	✓	✓	✓
Provides the Customer with the Project Completion Form.	✓	✓	✓	✓	✓	✓

Service Tasks	ProDeploy Plus for PowerMax, Upgrade					
	ProDeploy Plus Add-On for PowerMax 8000 Brick with Fabric Upgrade	ProDeploy Plus Add-On for PowerMax 8000 Brick without Fabric Upgrade	ProDeploy Plus Add-On for PowerMax 8000 Brick System Bay Upgrade	ProDeploy Plus Add-On for PowerMax 2000 Brick Upgrade	ProDeploy Plus Add-On for PowerMax Cloud Addition Upgrade	ProDeploy Plus Add-On for PowerMax Cloud Removal Upgrade
Meets with Customer to ensure that the environment and operational deployment requirements (hardware, software, and infrastructure) are met, and provides Customer with a list of required or beneficial updates.	✓	✓	✓	✓	✓	✓
Plans and estimates a schedule for the installation and/or configuration tasks for the Services.	✓	✓	✓	✓	✓	✓
Confirms the site requirements.	✓	✓	✓	✓	✓	✓
Ensures that the prerequisite installation and configuration activities have been completed.	✓	✓	✓	✓	✓	✓
Completes the add-on activities for installing a brick with fabric.	✓					
Completes the add-on activities for installing a brick without fabric.		✓				
Completes the activities for installing a system bay.			✓			
Completes the add-on activities for installing a PowerMax brick.				✓		
Connects cables from the IO Module to the Customer Network.					✓	
Installs and configures the required Cloud Mobility.					✓	
Sets up external NTP server for Cloud Mobility.					✓	
Removes and configures Cloud Mobility from the array.						✓
Removes the IO module used for Cloud Mobility.						✓
Verifies that the installation and/or configuration results are correct.	✓	✓	✓	✓	✓	✓
Provides the Customer with the Project Completion Form.	✓	✓	✓	✓	✓	✓

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