Service Description

Microsoft 365 from Dell

Introduction

Dell is pleased to provide Microsoft 365 from Dell (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. For additional assistance or to request a copy of your service contract(s), contact Dell Support or your sales representative.

Summary of Service

Microsoft 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. Microsoft 365 delivers tremendous value in one affordable subscription.

Customers who elect to purchase their Microsoft 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 Microsoft 365, Windows Enterprise, and Enterprise Mobility + Security.

The purpose of this Service Description is to provide information regarding what is included in the Support Services provided to Dell's Microsoft 365 customers.

For information on how to contact support follow Microsoft 365 from Dell Support Contact Information

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 table below. Additional services may be added, and changes by Microsoft to the scope of Microsoft 365 will affect Dell's corresponding support. Additional information on the services provided is contained in the sections that follow.

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Included in the Support Services:	Support
Welcome Email & Support Information	√
Dell Cloudstore	√
Adding Customer Domains	√
Service Users and Licenses	√
Teams Configuration Assistance	√
User Account Synchronization	√
Microsoft 365 Suite Deployment	√
Infrastructure readiness check	√
Mail Routing	√
Compliance configuration assistance	√
Email Data Migration Assistance	√*
Exchange Hybrid Configuration Assistance	√*
Excluded from the Support Services:	
• Configuration of Customer on premise systems • Configuration of firewalls to support access to Microsoft 365 • Changes to Customer proxy servers to support Microsoft 365 • Configuration of 3rd party spam filters	
Optional services (with additional charges):	
• Premium Exchange Hybrid Mode • Premium Cutover Email Migration	

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

Assumptions

1. The Customer will inform 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 Microsoft 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 Microsoft 365 subscription. The welcome email also contains the number that the Customer can call to access their onboarding and migration services.

Dell Cloudstore

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

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- Increase or decrease license counts

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

The Dell Cloudstore portal is used to manage subscriptions, while the Microsoft 365 Admin Center will be utilized for technical administration of the subscription

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Adding Customer's Own Domain Name

When creating a new Microsoft 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 365 Admin Center (MAC). Support Services 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 Microsoft 365 licenses. The process of adding users and licenses can be completed in the Microsoft 365 Admin Center (MAC). The Support Services team will assist the Customer through this process.

Mailbox Data Migration

When a Customer subscribes to the Microsoft 365 Exchange Online Email service they can migrate their email users, and their data, from the existing email service to Microsoft 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 Microsoft 365 email service, and to migrate their existing users and mailboxes to the Microsoft 365 email service.

Where included in an eligible Dell Microsoft 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 Microsoft 365. This service can be accessed by following the link in the welcome email.

Mailbox Data Migration Approach

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

- Hybrid Exchange Deployment Standard/Premium uplift
- Bittitan Cutover Migration Standard/Premium uplift

Having established the connectivity between the on-premise email and the Microsoft 365 email service, our team will initiate a Pilot migration (Hybrid migration only) 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.

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

Hybrid Exchange Format

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 eligible on-premises Exchange Server organization and Exchange Online in Microsoft 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 Microsoft 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 you may need to purchase additional certificates or licenses to enable a hybrid configuration.

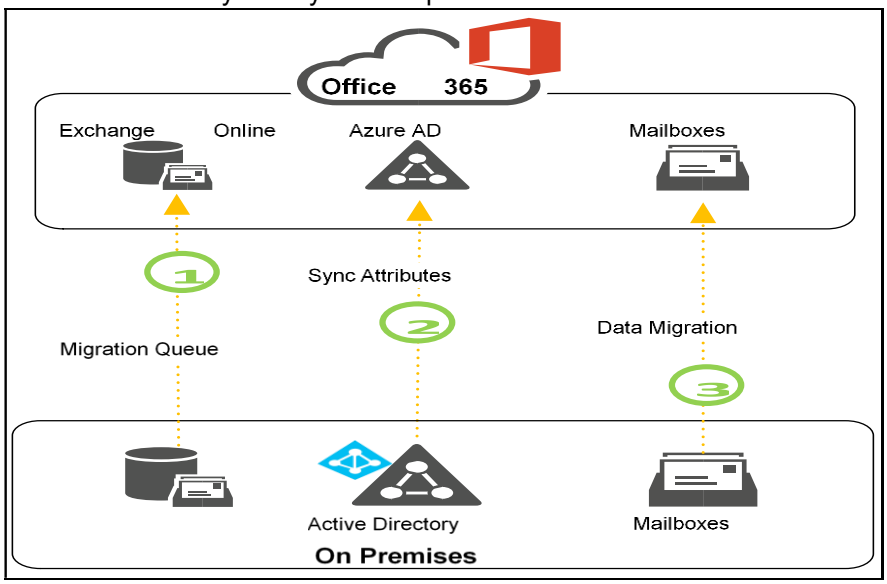

Figure - Migration Process

Cutover Email Migration

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

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

- Exchange Online
- Microsoft Exchange On-Premise 2007 and up

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- Hosted Exchange 2007 and up
- Google Apps

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

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

- Source Admin Credentials (Example for Exchange 2013)
- Target Admin Credentials (Example: For Microsoft 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. The customer will need to assist in any operation, related to the Migration, requiring admin access.

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

- Gather source and target information (Domain Name, Mail Size, Source &Target Credentials etc.)
- 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 Microsoft 365 target system.

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 Microsoft 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 and any issues at source.

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 Microsoft 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.

Microsoft 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

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

- Public DNS records to verify and consume Microsoft 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 Microsoft 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 Microsoft 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 Microsoft 365.

Dell will assist the Customer in setting up the appropriate mail routing. Support for third party SPAM filters is required from the vendor.

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

Microsoft Teams

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 Microsoft Teams users.

Compliance Support

Dell will also provide advice to Customers on how to use the native Microsoft 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).

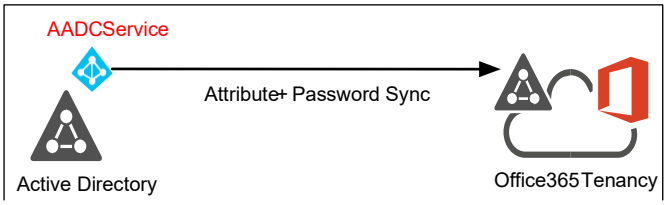

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Figure – Azure AD Connect Process

Microsoft Entra Connect (formerly 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 Microsoft 365 tenancy. This will allow users to log on to their Microsoft 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 Entra 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 Entra Connect.

Premium Exchange Hybrid Mode (Paid service available for an additional charge)

For Customers that want Dell Support to remotely connect and perform the hybrid connections on their behalf, they can purchase the 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.

Premium Cutover Email Migration Services (Paid service available for an additional charge)

Customers that want Dell Support to manage the migration process 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 feature includes the Premium Cutover 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 copy including post migration 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..

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

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Migration Feature	Standard Cutover Mailbox Migration	Premium Cutover Email Migration
Automated Server Discovery	√	√
Automated Mailbox Discovery	√	√
Microsoft 365 License Detection	√	√
Microsoft 365 Licensing Selection		√
Mailbox Auto Match – Source and Microsoft 365	√	√
Multi-Server/Multi-Protocol		√
Multiple Domain Migrations		√
Hands Free Configuration		√
Migration Throttling Options	√	√
PreStage Migration: Data moved in advance of migration	√	√
Full Migration: Full data true-up, post-migration sweeps	√	√
DNS Automation: Zero downtime	√	√
Migration via Source Side Impersonation	√	√
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		
Desktop Readiness		√
Outlook Patching		√
Outlook Profile Creation		√
Local PST Attach		√
POP3/IMAP Local Data Migration	√	√

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Scope: Support Services

"End User(s)" means an employee or employees of a Customer of Dell who is authorized to receive or use the Microsoft 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. Support Services are provided on 24 hours per day, 7 days per week in English language only. Support Services may be offered in other languages during hours specific to regions or customers at Dell's sole discretion.
2. Support Services in Japan are provided in Japanese Monday through Friday, 9am until 5pm local time zone.
3. For Microsoft Dynamics subscriptions Dell provides assistance with account creation and billing inquiries. For product related issues Dell will assist customers in Microsoft support ticket escalations.
4. Academic offers do not include full support for the End User but is available for IT Administrators only.
5. Government (US Only), EDU and Basic offers do not include migration services, but those services can be purchased separately.
6. Where a subscription includes a migration service; the migration of SharePoint, Teams and OneDrive data is not included.
7. 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 Microsoft 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/.

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Microsoft's Granular Delegated Admin Privileges (GDAP) is a security feature that allows partners to configure and request granular, time-bound access to their customers' environments, ensuring least-privileged access in line with Zero Trust principles.Granular delegated admin permissions (GDAP) give partners access to their customers' workloads in a way that is more granular and time-bound, which can help to address customer security concerns .With GDAP, Dell can provide services to customers who might be uncomfortable with the high levels of partner access.

As a Cloud Solution Provider (CSP), Dell is the only point of contact route to receive technical support for this offer. This support will be limited without accepting GDAP roles. Customers will receive an email requesting approval for specific GDAP roles.

Offer-Specific Customer Responsibilities

Customer will be responsible for:

- Training staff to a minimal level of competency on Microsoft 365, feature configuration, and maintenance.
- Administrative functions for Active Directory related to Microsoft 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 the Support 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 the Support Services.

Customer Cooperation: Customer understands that without prompt and adequate cooperation, Dell will not be able to perform the Support Service or, if performed, the Support Service may be materially altered or delayed. Accordingly, Customer will promptly and reasonably provide Dell with all cooperation necessary for Dell to perform the Support 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 Support Services and Customer will not be entitled to a refund for an inability to use the Service.

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.

Impact on Third Party Warranties: Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. It is the Customer's responsibility to ensure that Dell's performance of its Support Services will not affect such warranties or, if it does, that the effect will

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be acceptable to Customer. Dell does not take responsibility for third party warranties or for any effect that the Support Services may have on those warranties.

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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 above.

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.

Average Support Response Times

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

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Dell Services Terms and Conditions

This Service Description is entered between you, the customer ("you" or "Customer"), and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer's location, this Service is provided subject to and governed by 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
United States	Dell.com/cloudterms
Canada	Dell.ca/terms (English) Dell.ca/conditions (French-Canadian)
Asia-Pacific-Japan	Available on request
Europe, Middle East, & Africa	France: Dell.fr/ConditionsGeneralesdeVente Germany: Dell.de/Geschaeftsbedingungen UK: Dell.co.uk/cloudsolutionsagreement

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 Microsoft 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.

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Supplemental Terms and Conditions Applicable to Cloud & SaaS Services

Dell Microsoft 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.*

Dell Cloudstore

Microsoft 365 from Dell is available in 18 countries. Country-specific links are included below. The portal is available in English unless otherwise noted.

Country	Link
United States of America	Link in Welcome Email
Canada	Link in Welcome Email
United Kingdom	https://uk-cp.cloudstore.dell.com
Germany	https://de-cp.cloudstore.dell.com
France	https://fr-cp.cloudstore.dell.com
Ireland	https://ie-cp.cloudstore.dell.com/
Netherlands	https://nl-cp.cloudstore.dell.com/
Sweden	https://se-cp.cloudstore.dell.com/
Finland	https://fi-cp.cloudstore.dell.com/
Denmark	https://dk-cp.cloudstore.dell.com/
Spain	https://es-cp.cloudstore.dell.com
Norway	https://no-cp.cloudstore.dell.com/
Australia	https://au-cp.cloudstore.dell.com
India	https://in-cp.cloudstore.dell.com
Japan (Japanese)	https://jp-cp.cloudstore.dell.com
New Zealand	https://nz-cp.cloudstore.dell.com/
Singapore	https://sg-cp.cloudstore.dell.com
Malaysia	https://my-cp.cloudstore.dell.com

For information on how to contact support follow Microsoft 365 from Dell Support Contact Information

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either the entities claiming the marks and names or their products. A printed hardcopy of Dell's terms and conditions of sale is also available upon request.

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