Service Description

Dell Post Standard Support

Introduction

Dell Technologies is pleased to provide Post Standard Support for Infrastructure (the “Service(s)”) 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 Technical Support or your sales representative.

Upon the expiration of the primary support period for a specific Dell Technologies hardware model, Dell Technologies may, in its sole discretion, make Post Standard Support available to assist customers needing additional time to migrate to a currently supported software release or hardware model.

The scope of Post Standard Support is described below. To determine if a specific Dell Technologies hardware model is eligible for Post Standard Support, please reference support.DELL.com > Support By Product > Select Product. Your quote from Dell Technologies will include the name of the Products, applicable Post Standard Support services and related options, if any. For additional assistance, or to request a copy of your governing agreement applicable to the Post Standard Support services, contact your Dell Technologies sales representative. Your governing agreement, or, in the absence of a separately negotiated governing agreement and depending on Customer's location, this Service is provided subject to and governed by either Dell’s Commercial Terms of Sale (available at: www.Dell.com/CTS) or the applicable local sales terms on your dell.com country-specific website (each, as applicable, the “Agreement”). For a copy of your agreement with your applicable Dell Technologies reseller, contact that reseller. Any terms in the Agreement that conflict with or modify the Post Standard Support service (including, but not limited to, the scope of the Post Standard Support service) will not apply, but Customer Responsibilities will apply, if applicable. Capitalized terms not otherwise defined in this document will have the meaning given to them in your Agreement.

POST STANDARD SUPPORT REQUIREMENTS

1. Customer must have a current Dell Technologies Support Option maintenance contract (i.e., ProSupport Plus, ProSupport, Premium, Enhanced or Basic) in place for the specific Dell Technologies product or it has been recertified by Dell Technologies as a prerequisite to the purchase of this Post Standard Support service.

---

1 "Dell EMC", as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell Order Form and the applicable EMC sales entity (“EMC”) specified on your EMC Order Form. The use of “Dell EMC” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.
2. Customer must ensure that the Products are in normal operating condition and Operating Environment Software on storage Products are running the most recent compatible version available as of the start of the Coverage Period evidenced on their quote, order form or other mutually-agreed upon form of invoice or order acknowledgment from Dell Technologies with Dell Technologies. Customer agrees to allow Dell Technologies to conduct an on-site inspection of the Products and/or to install and run applicable support software (e.g. “phone home” software) to confirm that Products are in normal operating condition and, if necessary, to inventory the configuration and to obtain component serial numbers. Any service necessary to return Products to normal operating condition at the start of the coverage for this Post Standard Support service is the responsibility of the Customer.

**SCOPE OF POST STANDARD SUPPORT**

1. For eligible Dell Technologies hardware models:

   a. Hardware replacement parts, when deemed necessary by Dell Technologies, will be shipped to customer either as a four (4) hour delivery on a 24x7 basis or next local business day response, as applicable under Customer’s Agreement. Local country shipment cut-off times may impact the later than next local business day delivery of replacement parts. During the Post Standard Support period, Dell Technologies installation of Customer Replacement Units (CRUs), if applicable, may be requested if Customer is directed to perform replacements by Dell Technologies. Consumable parts are not covered by Post Standard Support. Dell Technologies will use commercially-reasonable efforts to replace standard batteries, which may be limited in countries with import restrictions. Ensuring parts availability may require up to thirty (30) days lead time after the initial date of the initial term of this Service.

   b. Hot fixes including security patches are not available as part of Post Standard Support for Dell Technologies hardware models for the operating system/environment software, microcode and firmware which enables the eligible Dell Technologies hardware models to perform their basic functions.

   c. Dell Technologies shall not be responsible for a failure to provide support to the extent caused by: (1) any omissions, oversights, errors, or failures by Customer to perform its responsibilities described in this document; (2) problems caused by Customer software or data; (3) a defect or deficiency with respect to Customer’s network, systems, or other equipment; (4) failures of hardware not maintained by Dell Technologies; or (5) modifications to hardware made by a party other than Dell Technologies or its representatives. Dell Technologies shall notify Customer and use commercially reasonable efforts to perform notwithstanding the occurrence of one or more of the foregoing events (with Customer reimbursing Dell Technologies for its additional out of pocket expenses for such efforts).

2. If Dell Technologies determines that a component of the Product is defective, and is easily disconnected and reconnected, or if the analyst determines that the Product is one that should be replaced as a whole unit, Dell Technologies reserves the right to send Customer a whole replacement unit however Dell Technologies is not obligated to send a whole unit replacement in any circumstances unless otherwise required by local law, and will determine whether to send a whole unit replacement in Dell Technologies’s sole discretion. Dell Technologies’s obligation to perform the Post Standard Support services will be satisfied when Dell Technologies has attempted any applicable service repair techniques which Dell Technologies determines to be effective in resolving the support issue Customer presented to Dell Technologies after contact Dell Technologies for support in accordance with this Service Description, even if Dell Technologies determines that the support issue Customer presented to Dell Technologies cannot be resolved. Dell Technologies also reserves the right to terminate and cancel the
customer’s contract for these Post Standard Support services if Dell Technologies, in its sole and commercially reasonable discretion, determines that the Post Standard Support services cannot restore the Customer’s Equipment to a level of functionality that is reasonably safe and unlikely pose an undue risk of security issues.

Exclusions

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

- De-installation, re-installation or configuration of product(s), software or application(s)
- Removal of de-installed Product from the Customer’s premises
- Operating environment Software troubleshooting above and beyond returning the Product to a working state (e.g. consulting, performance tuning, configuration, scripting or benchmarking are excluded)
- Services required due to failure to maintain software and Supported Product(s) at any specified minimum release level as set forth in the Reference Code Document
- Services required due to failure to incorporate any system fix, repair, patch, or modification provided by Dell Technologies or due to failure of the Customer to take avoidance action previously advised by Dell Technologies, such as a communicated security advisory or critical fix update that a customer does not implement
- Services that, in the opinion of Dell Technologies, are required due to improper treatment or use of the products or equipment
- Customization of the Customer’s server or storage device except as expressly stated in this Service Description
- Any recovery or transfer of data or applications
- Warranty service or support for non-Dell Technologies systems, software, or additional components
- Services that, in the opinion of Dell Technologies, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- Network printer installation or network file share mapping
- Server, storage, network or router configuration of any kind
- Network services, including attachment of a system to a network (other than an Ethernet LAN)
- Any activity not specifically set forth in this Service Description.

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as applicable.

How to Contact Dell Technologies if You Require Service

**Online, Chat, and Email Support:** Dell Technologies website, chat, and email support available for select products at www.dell.com/contactus.

**Telephone Support Requests:** Available on a 24x7 basis (including holidays). Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in this document. Visit www.dell.com/contactus for a list of applicable telephone numbers for your location.

Attachment A
The following chart lists the service features of Post Standard Support:

<table>
<thead>
<tr>
<th>SERVICE FEATURE</th>
<th>DESCRIPTION</th>
<th>COVERAGE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECHNICAL SUPPORT</td>
<td>Customer contacts Dell Technologies by telephone or web interface on a 24x7 basis to report an Equipment problem and provides input for initial assessment of Severity Level*. Notwithstanding Customer’s assessment upon submission of a support request to Dell Technologies, the Severity Level will be determined by Dell Technologies in its sole discretion. Dell Technologies provides (i) a response by remote means based on the Severity Level of the problem; or (ii) when deemed necessary by Dell Technologies, Onsite Response as described below.</td>
<td>Included.</td>
</tr>
<tr>
<td>ONSITE RESPONSE</td>
<td>Dell Technologies sends authorized personnel to Installation Site to work on the problem after Dell technologies has isolated the problem and deemed Onsite Response necessary.</td>
<td>Included for Equipment only.</td>
</tr>
<tr>
<td>REPLACEMENT PARTS DELIVERY</td>
<td>Dell Technologies provides replacement parts when deemed necessary by Dell Technologies.</td>
<td>Included.</td>
</tr>
<tr>
<td></td>
<td>After diagnosis has been completed and dispatch has been authorized, replacement part delivery objective is four (4) hour delivery on a 24x7 basis or next local business day response, as applicable under Customer’s Agreement. Local country shipment cut-off times may impact next local business day delivery of replacement parts and the related Onsite Response. Installation of all replacement parts performed by Dell Technologies as part of Onsite Response, but Customer has option to perform installation of Customer Replaceable Units (CRUs). See Dell Technologies Product Warranty and Maintenance Table for listing of parts designated as CRUs for specific Equipment or contact Dell Technologies for more details. If Dell Technologies installs the replacement part, Dell Technologies will arrange for its return to a Dell Technologies facility. If a Customer installs the CRU, the Customer is responsible for returning the replaced CRU to a facility designated by Dell Technologies.</td>
<td></td>
</tr>
<tr>
<td>Rights to New Releases of Software</td>
<td>Dell Technologies provides the rights to new Software Releases as have been made generally available by Dell Technologies.</td>
<td>Not included.</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Installation of New Software Releases</td>
<td>Dell Technologies performs the installation of new Software Releases.</td>
<td>Not included.</td>
</tr>
<tr>
<td>24x7 Remote Monitoring and Repair</td>
<td>Certain Products will automatically and independently contact Dell Technologies to provide input to assist Dell Technologies in problem determination. Dell Technologies remotely accesses Products if necessary for additional diagnostics and to provide remote support.</td>
<td>Included for Products that have remote monitoring tools and technology available from Dell Technologies during the period applicable to this Post Standard Support service.</td>
</tr>
<tr>
<td>24x7 Access to Online Support Tools</td>
<td>Customers who have properly registered have access on a 24x7 basis to Dell Technologies’s web-based knowledge and self-help customer support tools via the Dell Technologies Online Support site.</td>
<td>Included.</td>
</tr>
</tbody>
</table>

*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 know business impact.

The support options ("Dell Technologies Support Information") on this website apply (i) only between Dell Technologies and those organizations that procure the applicable products and/or maintenance under a contract directly with Dell Technologies (the “Dell Technologies Customer”); and (ii) only to those products or support options ordered by the Dell Technologies Customer at the time that the Dell Technologies Support Information is current. Dell Technologies may change the Dell Technologies Support Information at any time. Products covered by this Post Standard Support service are not eligible for inclusion in any deployment project for Products purchased with standard support options performed by Dell Technologies. The Dell Technologies Customer will be notified of any change in the Dell Technologies Support Information in the manner stated in the then current product ordering and/or service or maintenance related agreement between Dell Technologies and the Dell Technologies Customer, but any such change shall not apply to products or support options ordered by the Dell Technologies Customer prior to the date of such change.

Dell Technologies will have no obligation to provide Post Standard Support services with respect to Equipment that is outside the Dell Technologies Service Area. “Dell Technologies Service Area” means a location that is within (i) one hundred (100) drivable miles of a Dell Technologies service location; and (ii) the same country as the Dell Technologies service location, unless otherwise defined in your Agreement with Dell Technologies, in which case the definition in the governing agreement prevails.

Products or services obtained from any Dell Technologies reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Dell Technologies Support Information on this website. The reseller may make arrangements with Dell Technologies to perform services for the
purchaser on behalf of the reseller, and if Dell Technologies is performing Post Standard Support, then the terms of this Service Description shall apply. Please contact the reseller or the local Dell Technologies sales representative for additional information on Dell Technologies's performance of services on Products obtained from a reseller.

Maintain Software and Services Releases. Customer must maintain software and Supported Product(s) at Dell Technologies specified minimum release levels as specified on the Reference Code Document.

Customer must also ensure installation of minimum software or firmware release levels on replacement parts, patches, software updates or subsequent releases as directed by Dell to keep the Supported Product(s) eligible for this Service. Dell Technologies reserves the right, in its sole discretion, to deny support for any software and Supported Product(s) that does not meet Dell Technologies specified minimum release levels as specified on the Reference Code Document.

Copyright © 2021-2024 Dell Inc. or its subsidiaries. All Rights Reserved. Dell Technologies, Dell and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.