



Client Support Services

Key Benefits

- **Industry-leading expertise.** When you choose Gold Technical Support, you get technicians who are MCP or A+ certified and have extensive training and tenure at Dell.
- **Quick response.** We can help solve problems quickly with fast response times for remote and on-site¹ service.
- **24x7 accessibility.** Whenever an incident occurs, you can contact us 24x7.
- **Comprehensive support.** Depending on the support level purchased, we can help with most hardware problems, common nonhardware issues and specific accidental damage.
- **Flexibility.** Choose the right level of support based on your IT needs, including Same Day On-site Response Service or Next Business Day On-site¹ Service. We can even house resources on-site, if needed.

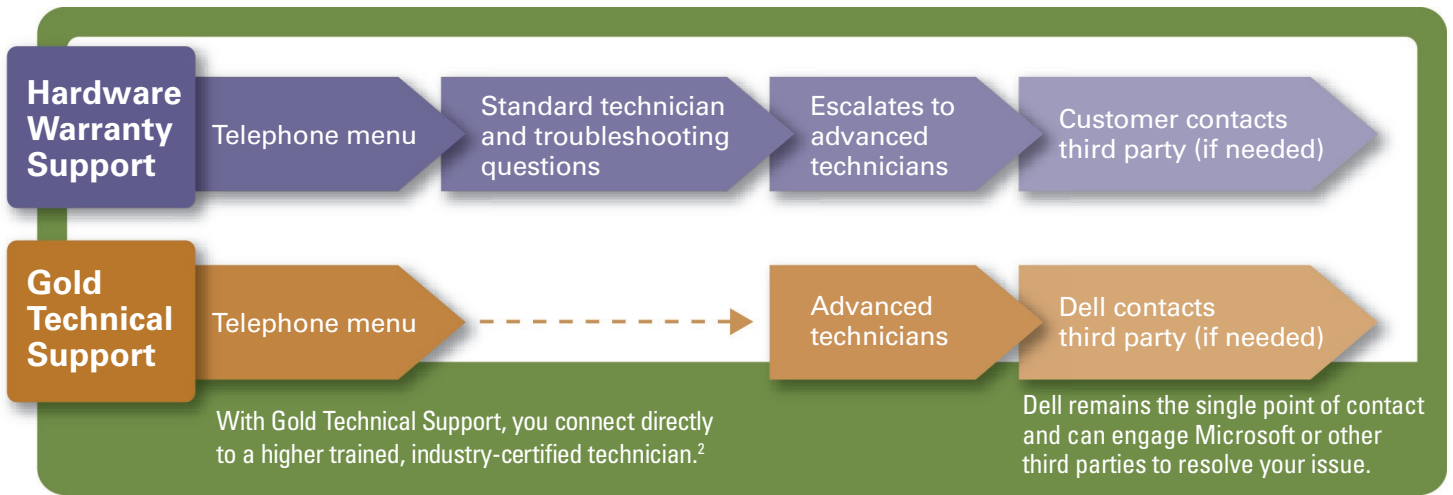
World-class IT support when you need it, how you need it.

Have you ever been in this situation? You're out of town on business, and the night before a big client presentation your notebook crashes. Fortunately, you have Dell Gold Technical Support (GTS). With a phone call to Dell, our certified technicians can troubleshoot your problem and help get your Dell notebook or desktop system up and running so you can get back to business.

A Complete Range of Services

It's all part of Dell Client Support, an expansive suite of services that combines rapid problem resolution and around-the-clock access to Dell expertise. This scalable service suite is designed for IT professionals and end users whose needs range from basic phone support to on-site¹ service of computer problems. By helping you get your desktop and notebook systems up and running, Dell can help your end users stay focused on the business at hand.





Dell GTS is designed to provide a quicker path to resolution, streamlining the support process to get you up and running fast.

DellConnect™

GTS and Hardware Warranty Support can both utilize DellConnect,³ a remote diagnosis and resolution tool. As the user monitors the entire process, using DellConnect via a broadband connection, Dell technicians can:

- Find the root cause of the user's problem much faster than through phone-based troubleshooting.
- Virtually experience the issue, as if they were right there with the user.
- Remotely adjust the settings on user's systems over the Internet.

Gold Technical Support

Gold Technical Support (GTS) provides fast support for organizations that rely on Dell technology to perform at peak levels day after day. With GTS, you can bypass basic troubleshooting and get 24x7 access to advanced technicians who are MCP and A+ certified and have an arsenal of tools to help quickly resolve technical problems with Dell hardware.

Hardware Warranty Support

Included with the Limited Warranty⁴ for Dell systems, Hardware Warranty Support is designed to diagnose and fix defects in materials and workmanship in Dell-branded hardware. If you experience a Dell hardware-related issue and are within the limited warranty⁴ term, contact our technicians 24x7 either online or by phone to troubleshoot and resolve your issue.

Same Day On-site¹ Response Service

For customers with time-sensitive operations or critical business functions, Dell offers Same Day On-site¹ Response Service for Dell OptiPlex™ and Dell Precision™ systems. With our 4-hour response service, a Dell-trained technician can arrive on-site, if necessary, within four hours after a problem has been determined to help get your system back in operation fast.

Next Business Day On-site¹ Service

When on-site service is required for non-critical systems, Dell offers Next Business Day (NBD) On-site¹ Service. If necessary, after phone-based troubleshooting has been conducted, this service option can place a technician at your location the following day.

International Service Program

For customers who purchase NBD On-site¹ Service for a three-year term, Dell offers an International Service Program⁵ as standard for Latitude™ and Inspiron™ notebooks. This program provides service and support for your Dell notebook computer when you take it outside of the country in which it was originally purchased.

Did you know?

- **Dell has been ranked #1* among hardware vendors in overall service and support satisfaction for 23 of the 24 quarters for which TBR has conducted the study.**

*TBR, Q2 2006 Corporate IT Service & Support Customer Satisfaction Study, October 2006



CompleteCare™ Accidental Damage Service⁶

We all know that accidents happen. It's part of life. But when accidents occur to your computers and peripherals, your productivity can grind to a halt. To help you get back to business as quickly and efficiently as possible, Dell offers CompleteCare Accidental Damage Service⁶ — a repair and replacement solution for select systems and peripherals that covers select accidental damage outside of your limited warranty.⁴



A Simple Way to Provide Peace of Mind

CompleteCare is a flexible, easy-to-use service that picks up where your limited warranty leaves off — covering accidental damage such as liquid spills, electrical surges, accidental breakage, drops, falls or other collisions. In the event that one of your systems is accidentally damaged, simply call Dell's 24-hour technical support line. After determining the cause and extent of damage to your system, Dell will take the appropriate steps to help ensure that your system is back in working order as quickly as possible. Services include:

- Shipment of customer-replaceable parts.
- Requests for shipment of damaged product to a Dell repair facility.
- Initiation of whole-unit exchange procedures, if necessary.

An Ideal Solution for High-Risk Environments

CompleteCare Accidental Damage Service offers investment protection for systems and peripherals exposed to high-risk environments, such as shared workspaces, mobile workers, field sales, retail, classroom, medical, police and military use. Plus, Dell's CompleteCare Accidental Damage Service is easy to use. You deal directly with the manufacturer, with no hidden fees or surcharges. And with flexible service plans available in 1-, 2-, 3- and 4-year terms, you can customize your coverage based on the needs of your business — and your usage environments.

“Dell products are highly reliable, but supplying equipment is the easy part. Ultimately, it comes down to who can offer the best service when you have an issue. Dell service and support have been fantastic.”

— Jacob Matusevich, Manager of Networks and Server Technology, Welch’s, November 2005

Welcome to the Next Level of Coverage — CompleteCare Accidental Damage Service

Cause of Failure	Resolution Description
Liquid spilled on or in unit	Repaired or unit replaced
Drops, falls and other collisions	Repaired or unit replaced
Electrical surge	Repaired or unit replaced
Damaged or broken LCD due to a drop or fall	Repaired
Accidental breakage (multiple pieces)	Repaired or unit replaced

Damage caused by intentional acts, fire, theft, loss, flood or other acts of nature is not covered under CompleteCare Accidental Damage Service. Some examples of damage that would NOT be covered are:

Cause of Failure	Resolution Description
Damaged in a fire, flood or other act of nature	Not covered — customer’s insurance may cover
Intentional damage (hammer marks)	Not covered — user responsible
Stolen unit	Not covered — customer’s insurance may cover
Normal wear (does not affect system performance)	Not covered
Consumables (batteries, bulbs)	Not covered

Keep Your Hard Drive

In a world where sensitive data on your hard drive could be at increased risk of exploitation, we offer Keep Your Hard Drive (KYHD) service. This service helps Dell customers — from small businesses to large public companies and government agencies — stay in control of their data. Under this program, customers can keep a defective hard drive that's being replaced, helping them protect sensitive, classified or proprietary information. In contrast, under Dell's limited warranty⁴, a defective hard drive has to be returned to Dell. This unique optional service puts you in charge of your data and hard drive disposal.



“I was very impressed with how Dell stepped up and gave us the extended service even after the sale. Their heart was in this project. They went above and beyond, and even after the deal was done we felt that we got superior service to make our architecture work. It really makes my life easier knowing that we have a committed and trustworthy partner in Dell.”

— Jim Sloane, Corporate Vice President of IT, Mannington Mills, February 2005



Dell Printer Services

Printers have become essential tools of modern business. Every day, you depend on your printers to output essential documents and conduct important business. To help you maximize your printer productivity, Dell offers a variety of standard services, many of which are included in your limited warranty.⁴

- 24x7 Toll-free Hardware Warranty Support — Dell can troubleshoot your issue right over the phone.
- Next Business Day Advanced Exchange Service⁷ (One-Year standard, with an optional extension up to 5 years) — If your issue can't be resolved after phone-based troubleshooting, Dell will ship you a replacement part or unit the next business day.
- Next Business Day On-site Service¹ (One-Year standard, with an optional extension up to 5 years) — If necessary, following phone-based troubleshooting, a technician will visit your site the following business day to begin troubleshooting and repairing your printer.
- Installation — Leave the installation of your printer to Dell. Choose the installation of up to three peripherals or a stand-alone printer.

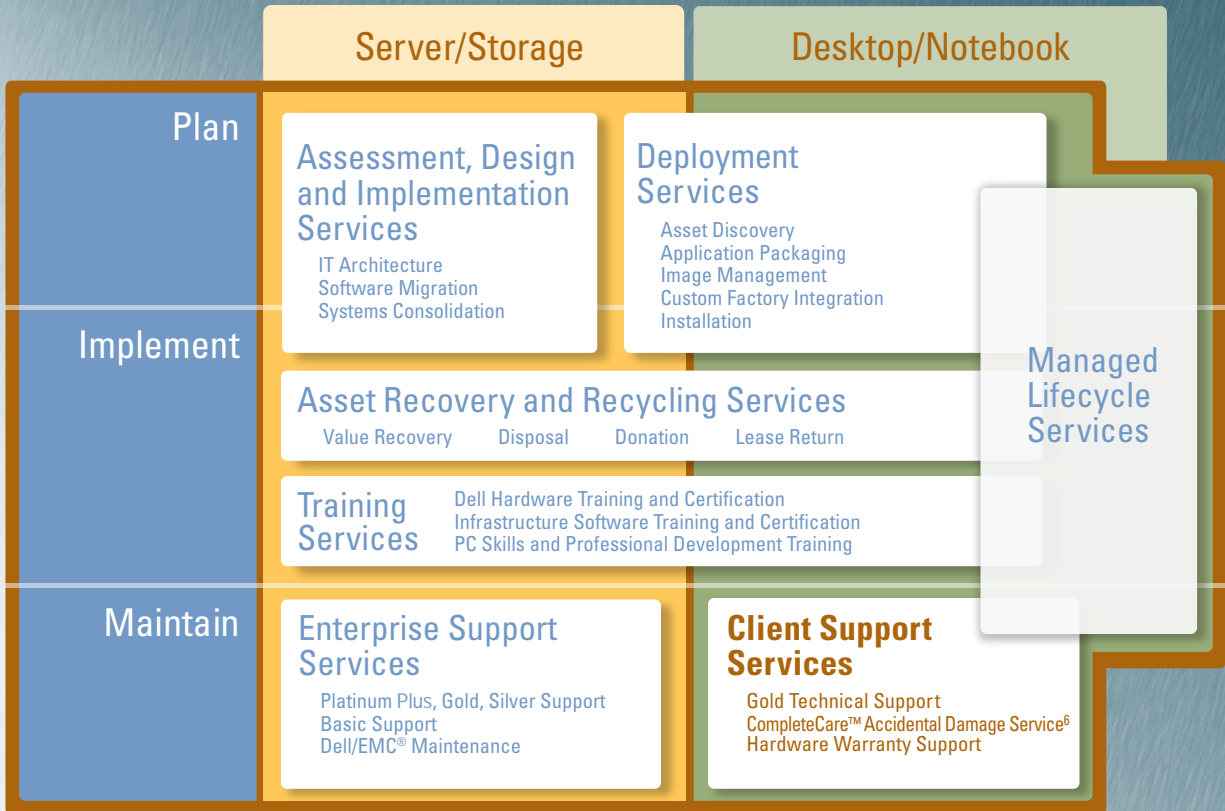
- Dell OpenManage™ Printer Manager⁸ — Includes in-warranty 24x7 toll-free Hardware Warranty Support⁹ for Dell network printer customers, plus online technical support.

In addition to standard services, Dell offers a variety of optional printer services, such as:

- Same Day On-site Response Service (optional extension available up to 5 years) — To help get your printer up and running as quickly as possible, a technician can visit your site within 4 hours, depending on your location, after a problem has been identified through phone-based troubleshooting.
- Printer Gold Technical Support (optional extension available up to 5 years) — This phone-based support provides advanced-level technical support via a 24x7 toll-free number.
- Fuser Maintenance Kits — Available for laser printers.¹⁰ Free for in-warranty customers and available for purchase for out-of-warranty customers.

A Complete Portfolio of Service Suites

In addition to Client Support Services, Dell offers a comprehensive portfolio of services to help you address the full lifecycle of your IT infrastructure — from planning to implementation to maintenance — all organized within seven service suites. To learn more, click on the individual suites within the following chart.



For More Information

To learn more about Client Support Services or any of the services in Dell's comprehensive portfolio, please contact your sales representative or visit www.dell.com/services.

¹Service may be provided by third party. Technician will be dispatched, if necessary, following phone-based troubleshooting. Subject to parts availability, geographical restrictions and terms of service contract. Service timing depends on time of day call placed to Dell. U.S. only.

²The Gold Technical Support Queue is designed to provide two minutes or less average speed of answer, provided the correct, toll-free Gold Technical Support number is called by the customer. Hold times in the Gold Queue may be affected by multiple variables including, but not limited to: time of day, product release cycle, product recall occurrences and total number of Gold Technical Support customers.

³DellConnect not necessarily used for every incident. High-speed Internet (broadband) connection required. Go online for details at www.dell.com/dellconnect.

⁴For a copy of guarantees or limited warranties, please write Dell USA L.P., Attn: Warranties, One Dell Way, Round Rock, TX 78682. For more information, visit www.dell.com/warranty.

⁵Service may be provided by third party. Availability limited. Other conditions apply. See www.dell.com/intlsvc for current list of eligible systems and selected countries. External devices excluded; availability of specific parts varies in each country.

⁶CompleteCare service excludes theft, loss and damage due to fire, flood or other acts of nature, or intentional damage. CompleteCare is not available in all states. Customer may be required to return unit to Dell. For complete details, visit www.dell.com/servicecontracts.

⁷Replacement part or unit will be dispatched if necessary following phone-based troubleshooting in advance of receipt of returned defective unit. Subject to parts availability, geographical restrictions and terms of service contract. Service timing depends on time of day call placed to Dell. Defective unit must be returned. Replacements may be refurbished. U.S. only.

⁸At this time, Dell has not tested OpenManage Printer Manager on printers that do not use English as their default language, and cannot ensure OpenManage Printer Manager's functionality on such printers.

⁹Product will be supported one year after end of life.

¹⁰Applies to models 1815, 3010, 3110, 5110, 5210, 5310.

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