

IF YOU ARE A PERSON OR BUSINESS ENTITY WHO PURCHASED ONE OR MORE OPTIONAL MAINTENANCE AGREEMENTS SOLD BY DELL AND DID NOT RECEIVE A FULL REFUND FROM DELL OF MONIES PAID AS "TAX" ON SUCH PURCHASE(S), A PROPOSED CLASS ACTION SETTLEMENT MAY AFFECT YOUR RIGHTS.

A settlement has been proposed that would resolve a lawsuit, styled Zack B. Starritt, et al. v. Dell Computer Corporation, et al., Civil Action No. 03 CVS 5099, and filed in the Wake County (North Carolina) Superior Court (the "Court"). The lawsuit was brought against Dell Inc., f/k/a Dell Computer Corporation, Dell Marketing L.P., Dell Catalog Sales L.P., BancTec, Inc. and QualxServ LLC (collectively, "Respondents"). The Court ordered that the claims against Respondents be heard by an arbitration tribunal, the CPR International Institute for Conflict Prevention & Resolution, formerly known as the CPR Institute for Dispute Resolution (the "Tribunal").

The proposed settlement will make available cash compensation to reimburse customers for amounts paid as "tax" on certain Optional Maintenance Agreements, plus interest. If you are a person or business entity who purchased an Optional Maintenance Agreement from one or more Respondents between April 15, 1999 and December 31, 2008, and did not receive a full refund from Dell for monies paid as "tax" on such purchase(s), you may be eligible for a payment or payments under the terms of the settlement. You may also object to the settlement or exclude yourself from the Settlement Class. **This notice summarizes your rights and options but it is only a summary. A more detailed Notice of Class Action Settlement and a copy of the Settlement Agreement are available for viewing at the settlement website, www.NCTaxSettlement.com. Further information may also be obtained by contacting the Claims Assistance Email Inbox at info@NCTaxSettlement.com.**

The Tribunal authorized this notice. Before the settlement is given final approval, the Tribunal will hold a hearing.

ARE YOU AFFECTED? Settlement compensation is available to the 47,588 persons and business entities (a) who purchased from one or more of Respondents at least one Optional Maintenance Agreement, (b) whose "ship-to" address for such purchase was a location in the State of North Carolina, (c) who, from April 15, 1999 through December 31, 2008, paid any amount of money denominated as a "tax" calculated in whole or in part on the charge for the purchase of such Optional Maintenance Agreement, (d) who have not received a refund of such "tax" money in connection with a return of the Dell-branded hardware and who were not eligible to receive a refund of such "tax" money pursuant to North Carolina General Statutes 105-161.14, and (e) whose purchase was governed by a contract containing a clause calling for arbitration administered by the CPR Institute for Dispute Resolution. "Optional Maintenance Agreement" means any optional computer hardware maintenance agreement providing for repair and/or replacement services, including parts and/or labor. "Optional Maintenance Agreements" shall include contracts marketed as "CompleteCare" agreements and contracts sold by Dell Inc. or one of its affiliates as agent for BancTec, Inc. QualxServ, LLC, Wang Laboratories, Inc. or Getronics, Inc.

WHAT IS THIS CASE ABOUT? The proposed Class Representative, Zack B. Starritt, alleges that Respondents committed unfair or deceptive trade practices in violation of North Carolina law in connection with the charge and collection of North Carolina sales or use tax on purchases of Optional Maintenance Agreements, for which no such tax has been imposed by law. In turn, Respondents have filed tax refund claims with the North Carolina Department of Revenue ("DOR") for a refund of monies collected and remitted to DOR as tax on these sales of Optional Maintenance Agreements. The Tribunal has decided that the Optional Maintenance Agreements were not subject to North Carolina tax, but the Tribunal has not decided whether Respondents' business practices violated North Carolina law. The parties agreed to the settlement to resolve the case and to provide compensation to affected customers.

WHAT DOES THE SETTLEMENT PROVIDE? Dell will pay cash compensation, including interest, to Settlement Class members who submit timely and valid claims. **To receive compensation under this settlement, class members must submit timely and valid Claims on or before April 2, 2018. Customers who believe they are class members, but who have not received an individually mailed Short Form Notice and Individual Summary, may contact the Claims Assistance Email Inbox at info@NCTaxSettlement.com.** Settlement Class members who fail to submit a valid Claim on or before April 2, 2018, shall not be eligible for compensation under the settlement. More details, including the procedure for submitting a claim, may be found in the detailed Notice of Class Action Settlement, which may be viewed at the settlement website, www.NCTaxSettlement.com.

WHO REPRESENTS THE SETTLEMENT CLASS? The Tribunal appointed William W. Plyler PLLC, member of Miller Monroe & Plyler PLLC, located at 3321 Trillium Whorl Court, Raleigh, North Carolina 27607, and Ellis & Rapacki LLP, located at 85 Merrimac Street, Suite 500, Boston, Massachusetts 02114, to represent the class of purchasers as "Class Counsel." Class members need not pay Class Counsel, or anyone else, to participate in the settlement.

WHAT ARE YOUR OPTIONS? Members of the Settlement Class seeking compensation under the settlement must submit Claim(s) by April 2, 2018. Failure to submit a timely Claim shall constitute a waiver of such Claim. If you don't want to be legally bound by the settlement, you may request to be excluded from the Settlement Class in writing postmarked no later than February 5, 2018. The Tribunal will consider written comments on, or objections to, the proposed settlement that are postmarked no later than February 5, 2018. Further information about the terms of the settlement, the procedure for requesting exclusion from the Settlement Class, and the procedure for submitting comments or objections to the proposed settlement may be found in the detailed Notice of Class Action Settlement, available at www.NCTaxSettlement.com.

The Tribunal will conduct a hearing on March 6, 2018 at 9:30 a.m. at 3201 Glenwood Ave., Suite 100, Raleigh, North Carolina, 27612, to consider whether to approve the settlement. The Tribunal will also consider Class Counsel's request for an award of attorneys' fees and expenses for their efforts in investigating and prosecuting the case since early 2003 and negotiating and implementing the settlement. Dell, and not the Settlement Class, will pay any such award of attorneys' fees and expenses. The final arbitral award entered by the Tribunal will bind all Settlement Class members who do not request exclusion. For more information concerning the settlement, you may visit the settlement website www.NCTaxSettlement.com, or you may contact the Claims Assistance Email Inbox at info@NCTaxSettlement.com. **PLEASE DO NOT CALL THE TRIBUNAL OR DELL FOR INFORMATION.**