



Rest easy with...

- Easier, more convenient help with less effort on your part
- Less time waiting for help
- Coverage for accidents and an easy repair process for peace of mind
- Keeps your system running at its best
- Support no matter where you are

Premium Support Plus

The ultimate support for consumer PCs

Premium Support Plus for PCs is the best support plan for your busy life. Everything you need is included, from easy access to **experts around-the-clock**, to accident repairs, and technicians **that come to you**.

It keeps your computer running at its best. When used with Dell's exclusive SupportAssist technology¹, it automatically predicts problems before they happen, optimizes PC settings and removes viruses. If there is an issue, work begins without you having to pick up the phone, and that means a faster fix. Premium Support Plus is the ultimate support experience, designed for you.

*See back for important details.

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Feature comparison

	Basic Hardware Service	Premium Support	Premium Support Plus
Technical support through phone and online ¹	Varies	24x7	24x7
Hardware repair model ²	Varies	Onsite	Onsite
Dedicated phone queue with direct access to Dell support experts		•	•
Single resource for software and hardware expertise		•	•
Collaborative help to resolve everyday software issues ³		•	•
International support – help that travels with you ⁴		•	•
SupportAssist technology enabled features:⁵			
• Proactively finds issues and contacts Dell while notifying you		•	•
• Predicts problems before they start			•
• Automated removal of viruses and malware			•
• Optimizes PC performance automatically			•
Personalized help with software to set data backup, parental controls, and more			•
Repairs for accidental damages like drops, spills and electrical surges			•

Premium Support Plus saves time and effort.⁴

Up to **46%**

less time to resolution⁶

Up to **50%**

fewer steps in the support process⁶

Learn more about [Premium Support Plus](https://Dell.com/PremiumSupportPlus) at Dell.com/PremiumSupportPlus

¹In some countries, support after local business hours may be provided in a language other than the local language.

²Onsite Service after Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually in 1 or 2 business days following completion of Remote Diagnosis. Onsite Service is provided by Dell Marketing L.P. Availability varies. Other conditions apply. For complete details about Onsite Service, see dell.com/servicecontracts. Onsite service not available on Alienware Alpha, Venue 7, 8, 8 Pro and 10 Pro and Chromebook 11 products.

³Including email programs, productivity and creativity apps, network functionality, installing peripherals.

⁴Premium Support Plus not sold on systems with Ubuntu or Steam OS. Geographic and service levels vary. See Service Description dell.com/servicecontracts

⁵SupportAssist not available on Linux, Windows 10S, Windows RT, Android, Ubuntu or Chrome based products. SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sink, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives and batteries.

⁶Based on May 2017 Principled Technologies test report commissioned by Dell comparing Dell Basic Hardware Service to Premium Support Plus with SupportAssist Technology. Testing conducted in the United States. Actual results will vary. Full report: <http://facts.pt/sk4vHh>.

