



Service description

Data Migration to any Dell Storage Array

Introduction to your service agreement

This Service provides file and block data migration from any vendor's NAS or SAN to a newly implemented Dell Compellent™, Dell EqualLogic™, Dell PowerVault™ or Dell NAS™ storage array located in the same physical datacenter. This Service will plan and perform data migration from Customer's existing storage array to the newly implemented Dell Storage array. This Service includes:

- Project management for this Service
- Migration planning
- Migration of data from source storage for up to the quantity of SKUs sold
- Migration of data from source hosts (see [Assumptions](#))
- Configuration of migrated volumes of existing host(s) into the new storage environment

Note 1: Offline Data Migration requires downtime for hosts involved. The amount of downtime varies based on specifics of the customer environment and migration methodology. Customers should expect downtime during the offline migration process and work with Dell Migration services to plan accordingly. Alternatively, migrations may be performed "online", where data is available to applications and users during the migration but there are minimal downtimes in the beginning of the migration and at cutover depending on the tool being used. Each methodology has benefits and considerations. Customers should discuss what method best fits their needs with Dell Migration Services during the planning process.

Note 2: Please see the [Assumptions](#) section below for additional restrictions on service delivery.

No Service activities will take place during local holidays unless other arrangements have been made.

Service expires 1 year after purchase. EXCEPT TO THE EXTENT APPLICABLE LAW REQUIRES OTHERWISE, YOU MAY USE THIS SERVICE ONE TIME DURING THE 1 YEAR PERIOD FOLLOWING THE DATE OF ORIGINAL PURCHASE ("EXPIRATION DATE"). THE ORIGINAL PURCHASE DATE IS DEFINED AS THE EARLIER OF THE DATE OF THE INVOICE FOR THE SERVICE OR ORDER CONFIRMATION FROM DELL. DELL'S DELIVERY OF THE SERVICE WILL BE DEEMED SATISFIED AFTER THE EXPIRATION DATE EVEN IF YOU DO NOT USE THE SERVICE.

The scope of your Service agreement

Service SKUs

See Appendix A

The key Service steps include

- **Delivery Resources:**

1. In order to increase efficiency in time-to-deliver and control project costs, Dell reserves the right to utilize centralized, remote resources as well as onsite resources to deliver the Service. Typically, project management and planning activities will be delivered by remote resources.

- **Project Management:**

The Dell Project Manager for this Service has the following responsibilities:

1. Work with the Customer to manage delivery of the project.
2. Review the deliverables of the service with the customer.
3. Highlight risk and potential issues where possible.
4. Work with Customer to minimize risks.
5. Document an overall plan of activities together with requirements and dependencies.
6. Manage and coordinate all Dell resources.

- **Change Management:**

1. Change control covers all aspects of this project including deliverables, contractual documentation, requests for change to the project deliverables, delivery dates and project methodology.
2. All change requests will be formally documented, quoted and signed off prior to the change being actioned.

- **Service planning:**

1. Conduct Data Migration Survey and review the site environmental and technical readiness requirements.
2. Confirm readiness review and installation dates and highlight dependencies on complete.
3. Customer to provide a contact to allow timelines and processes to be completed on schedule.
4. Confirm deliverables and overall plan are reviewed and agreed to by customer.
5. Identify risks and potential issues where possible and work with customer to minimize impact.
6. Confirm site readiness and product ship dates to meet the planned installation schedule.
7. Confirm that the Customer reviews, accepts, and abides by the terms and conditions of this Service Description.

- **Migration planning:**

1. Review and analyze physical environment and connectivity to support data migration.
2. Inventory servers designated for migration.
3. Verify that the existing hosts meet the minimum hardware and software requirements.
4. Create a valid migration plan based on the Customer's hardware and software configuration.
5. Verify/review migration targets for migrated data.
6. Define volume migration priorities.
7. Verify all target volume meet sizing requirements for data migration from source volumes.



8. Define/confirm that the configuration meets the minimum hardware and software requirements for the environment.

Note: Based on the source, target array requirements and customer environment, Dell may choose to employ array-based or host-based software, an appliance or a combination to execute the migration project.

- **Array-based Migration (CML FC only):**

1. Implement physical (cabling) and logical (zoning) connectivity for the new physical environment.
2. Configure FC zones as necessary to enable data migration.
3. Verify that Customer can validate source data integrity before the migration begins.
4. Volume Import:
 - a. Configure/verify destination volumes as per the implementation plan on the Dell storage array.
 - b. Verify Dell storage array migration connectivity to source storage array.
 - c. Prepare attached hosts for data migration.
 - d. Power down hosts or un-mount source LUNs.
 - e. Migrate data from source array LUNs to new Dell storage array LUNs.
5. Attach host to new Dell storage array as per the implementation plan
 - a. Remove source storage array software.
 - b. Upgrade Host Bus Adapter ("HBA") firmware and drivers as needed.
 - c. Configure native multi-pathing software for Dell storage array.
 - d. Set up servers with new Dell storage array.
 - e. Map migrated volumes to the hosts
 - f. Customer validates that data migrated properly.
 - g. Test failover.
6. Bring hosts back online.
7. Clean up any FC zoning or iSCSI port configurations used for migration.

- **Host based Migration:**

1. Attach hosts to new Dell storage array for migration as per the implementation plan
2. Configure/verify destination volumes as per the implementation plan on the Dell storage array.
 - a. Verify host connectivity to both source and target storage arrays.
 - b. Present target volumes to the host.
3. Install migration software on hosts if necessary.
4. Migrate data from source LUN/Volumes to Target LUN/Volumes on new Dell storage array.
5. Customer validates that data migrated properly.
6. Configure native multi-pathing, if necessary.
7. Perform post migration clean-up
 - a. Remove host SW related to the Source array
 - b. Remove LUN/Volume mapping to the Source array

- **Appliance based Migration:**

1. Deploy and configure the data migration appliance
 - a. Physically install appliance hardware in a location accessible to power, LAN management port(s), and fibre channel and/or iSCSI SAN switches as required.
2. Insert appliance into data path
 - a. Configure FC zones and/or iSCSI connections as required



- b. Register appliance with source and target arrays.
- c. Register source/target arrays, and hosts, with appliance.
- d. Present source and target volumes/LUNs to appliance.
- e. Re-map host initiators/IQNs to source storage via the appliance.
 - i. May require host downtime depending on specific data migration requirements, and need to install appliance-specific MPIO software.
3. Create appliance-based source-to-target data migration jobs and start mirroring process.
4. Monitor appliance for data migration performance and estimated completion time.
5. Configure FC zones and/or configure iSCSI connections as required to connect hosts to target array.
6. Re-map host initiators/IQNs from source to target storage array, register host(s) with target array, install MPIO software as necessary and configure hosts for attachment to target array.
 - a. Host downtime required due to re-zoning to target array and re-mapping of LUNs, as well as removal and reinstallation of MPIO software as required for target array.
7. Verify connectivity to target volumes/LUNs. Customer will validate data migrated properly and production applications are operating normally.
8. Remove appliance from environment and clean up any FC zoning or iSCSI port configurations used for appliance.

Note: Customer is responsible for bringing applications into a production state after migration.

- **NAS based Migration:**

1. Prepare target NAS storage for migration.
 - a. Create/Verify that Shares/Exports exist on target NAS storage.
 - b. Disable snapshots on destination NAS volumes for duration of migration.
 - c. Confirm backups of the source data have been completed prior to migration.
2. Validate authentication and permission settings.
 - a. Confirm/Modify user access is equivalent on source and target.
 - i. Local Users or AD for Shares.
 - ii. Verify NTP is configured on target NAS for AD authentication.
 - iii. Local Users, NIS or LDAP for Exports.
 - b. Confirm appropriate permissions are set on the target NAS Shares/Exports.
 - i. Verify if permissions are going to be migrated.
 - ii. Apply permissions to the target structure prior to migration, if applicable.
 - (a) Equivalent to source permission settings.
3. Migrate data from source Shares/Exports to target NAS.
 - a. Map/Mount source and target on migration host.
 - b. Create migration jobs and schedules, if applicable.
 - c. Check job status to verify migration progress.
4. Perform cutover to target NAS storage.
 - a. Review logs for errors and skipped files.
 - b. Restrict end user access to source data and perform final migration.
 - c. Customer validates that data migrated properly.
5. Enable end user access to target Shares/Exports.
 - a. Modify target NAS storage per implementation plan, if applicable



- i. Network configuration, Snapshots, Quotas
- b. Customer confirms connectivity to Shares/Exports.

- **Project closeout:**

1. Provide documentation to reflect the Services performed.
2. Obtain Customer acknowledgment of the Services performed.

Assumptions

1. This Service is limited to array, host and/or appliance-based data migration for Microsoft Windows, Red Hat Enterprise Linux, HP-UX, Solaris, AIX, SUSE Enterprise Linux, CentOS Linux, or VMware ESX hosts with NTFS, VMFS, EXT, ReiserFS, VxFS, WAFL, MPFS, ZFS or XFS file systems & CIFS and NFS protocols. Any other OS or file system is out of scope.
2. Upgrade or transition of OS during migration is out of scope. Migration must be performed between the same versions of the same operating system.
3. Migration is limited to moving data on storage arrays. Application installation, re-installation or configuration is out of scope.
4. Data migration service covers source hosts attached on the legacy storage to the target hosts on the Dell storage solution as implemented via the implementation services (sold separately). Dell assumes that standard customer environments will have no more than ½ as many hosts as TBs of data to be migrated. If customer environment has a higher source hosts count than expected, Dell reserves the right to re-scope and re-price solution.
5. This data migration service covers the connection of up to 2 hosts for each TB of data to be migrated from the source storage. Dell reserves the right to re-scope and re-price the solution if this requirement does not apply.
6. Both existing and new storage arrays will be attached to the same fabric and located at the same physical location for the duration of the migration.
7. Customer may have both existing and new storage systems operational at the same time at the same location for the duration of the migration.
8. For host-based data migrations, hosts will have the necessary host bus adapters ("HBAs") or network interface cards ("NICs") for connecting to both the source and destination storage arrays at the same time.
9. For VMware ESX data migrations, VMware vCenter must be installed and configured in the environment prior to migration execution. Installation and configuration of VMware vCenter is out of scope. Customer to provide all applicable licenses for vCenter.
10. All Dell server and storage platforms must have valid support contracts during the course of the migration services.
11. Troubleshooting or break-fix support for any non-Dell storage array or server platforms (with or without valid support contracts or warranties) is out of scope.
12. Troubleshooting or break-fix is out of scope for migrations. Customer is responsible to verify equipment is functioning properly prior to migration services being performed.

Excluded Services

Any activities other than those specifically noted in this Service Description, including:

- Migrations to or from any Content-Addressable Storage ("CAS").
- Application Based Migrations.
- Implementation of new hosts not installed as part of the base implementation service (sold separately).



Service-specific Customer responsibilities

- Dell's ability to deliver the service to scope and schedule depends upon timely customer turnaround on critical decisions, essential information and approvals. Customer acknowledges a responsibility to respond in a timely manner to Dell requests for direction, information, approvals or decisions that are reasonably necessary for Dell to perform Service.
- Customer will ensure that communication between Customer and Dell, including any scope-related questions or requests, are made through the appropriate Dell Project Manager. Customer shall provide a list of key contacts at project kick off to work with the Dell Project Manager. Key contacts will be responsible for communication and managing project deliverables with Dell Project Manager.
- Customer will provide access to technical and business points of contact as required for matters related to the scope of Service. Key contacts will attend meetings and deliver timely decisions and information as necessary for Dell to perform Service.
- Any remediation required of the source storage array environment is the Customer responsibility, except for Dell supported storage platforms with valid support warranty (ies).
- Customer is responsible for any configuration of the source storage array, unless otherwise specified in this Service.
- Customer is responsible for bringing applications into a production state after offline migration.
- Customer is responsible for shutting down host/server applications prior to start of offline data migration.

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 these 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 these Services.

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

On-site Obligations. Where Services require on-site performance, Customer will provide (at no cost to Dell) free, safe and sufficient access to Customer's facilities and environment, including ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

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;**
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- **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.

Third Party Warranties. These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

Illegally Obtained Data. Customer warrants and represents that no data that was illegally obtained or possessed by Customer (including, but not limited to, illegally downloaded files or software and inappropriate content or images) will be included in the data that Customer intends for Dell to migrate pursuant to this Service.

Treatment of Protected Health Information; Data Regulated by the Gramm-Leach Bliley Act of 1999. Customer warrants and represents that prior to providing Dell access to equipment which has been used for processing and/or storage of health information subject to privacy laws in the Customer's location (hereinafter "Protected Health Information" or "PHI") or any data subject to regulation by the Gramm-Leach-Bliley Act of 1999, such as "Non-Public Personal Information," as defined under the Gramm-Leach-Bliley Act of 1999, (hereinafter "G-L-B Data"), all PHI, and all G-L-B Data on such equipment has been rendered unusable, unreadable or indecipherable to unauthorized individuals through the use of a technology or methodology required by the privacy laws in Customer's location. Customer shall be responsible for confirming compliance and any updates to guidance from the appropriate governmental entity on how to secure PHI and G-L-B Data in order to render it unusable, unreadable, or indecipherable, to unauthorized individuals and will comply with any applicable guidance as it relates to PHI and G-L-B Data found on equipment or materials submitted to Dell for processing.



Terms & 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 either Dell’s Commercial Terms of Sale or Dell’s standard Customer Master Services Agreement (as applicable, the “Agreement”). 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.

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 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 Service Description available for review at www.dell.com/servicesdescriptions/global.

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.

Customer Location	Terms & Conditions Applicable to Your Purchase of Dell Services	
	Customers Purchasing Dell Services Directly From Dell	Customers Purchasing Dell Services Through an Authorized Dell Reseller
United States	www.dell.com/CTS	www.dell.com/CTS
Canada	www.dell.ca/terms (English) www.dell.ca/conditions (French-Canadian)	www.dell.ca/terms (English) www.dell.ca/conditions (French-Canadian)
Latin America & Caribbean Countries	Local www.dell.com country-specific website or www.dell.com/servicesdescriptions/global .*	Local www.dell.com country-specific website or www.dell.com/servicesdescriptions/global .*
Asia-Pacific-Japan	Local www.dell.com country-specific website or www.dell.com/servicesdescriptions/global .*	Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to “Customer” in this Service Description and in any other Dell service document shall in this context be understood



		<p>as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.</p>
<p>Europe, Middle East, & Africa</p>	<p>Local www.dell.com country-specific website or www.dell.com/servicesdescriptions/global.*</p> <p>In addition, customers located in France, Germany and the UK can select the applicable URL below:</p> <p>France: www.dell.fr/ConditionsGeneralesdeVente Germany: www.dell.de/Geschaeftsbedingungen UK: www.dell.co.uk/terms</p>	<p>Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.</p>

* Customers may access their local www.dell.com website by simply accessing www.dell.com from a computer connected to the Internet within their locality or by choosing among the options at Dell's "Choose a Region/Country" website available at <http://www.dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen>.



Terms and conditions about your Service

1 Supported products

This Service is available on select Dell Supported Products such as, OptiPlex™, Latitude™, Precision™, Vostro™, PowerEdge™, PowerEdge SC™, PowerVault™, PowerConnect™, Dell EqualLogic™, Dell | EMC Storage Systems™, Dell Compellent, and select Dell printers, which are purchased in a standard configuration. Supported Products are added regularly so please contact your Dell sales representative to for the most up-to-date list of which Services are available on your Dell products.

Each Supported Product is tagged with a serial number (the "Service Tag"). A separate service agreement must be purchased by the Customer for each Supported Product. For example, a printer purchased with a laptop system is not covered by the laptop system's service contract: the printer and the laptop will each need their own service contract. Please refer to the Service Tag on your Supported Product when contacting Dell for this Service.

2 Term of service

- A This Agreement commences on the date you place your order and continues through the Term of Service. The "Term of Service" begins on the purchase date and extends for the term indicated on the Order Form. The number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services (defined below), the rate or price, and the applicable Term of Service for each is indicated on Customer's order form or other mutually-agreed upon form of invoice, order acknowledgment or purchase order (collectively, "Order Form"). Purchases of Services under this Agreement shall be solely for Customer's own internal

use and not for resale or service bureau purposes.

B

3 Important additional information

- A **RESCHEDULING.** ONCE THIS SERVICE HAS BEEN SCHEDULED, ANY CHANGES TO THE SCHEDULE MUST OCCUR AT LEAST 8 CALENDAR DAYS PRIOR TO THE SCHEDULE DATE. IF CUSTOMER RESCHEDULES THIS SERVICE WITHIN 7 DAYS OR LESS PRIOR TO THE SCHEDULE DATE, THERE WILL BE A RESCHEDULING FEE NOT TO EXCEED 25% OF THE CUSTOMER PRICE FOR THE SERVICES. CUSTOMER AGREES THAT ANY RESCHEDULING OF THE SERVICE WILL BE CONFIRMED AT LEAST 8 DAYS PRIOR TO COMMENCEMENT OF THE SERVICE.
- B **Payment for hardware purchased with installation & deployment services.** Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of installation or deployment services purchased with such hardware.
- C **Commercially reasonable limits to scope of service.** Dell may refuse to provide Services if, in its opinion, providing the Services creates an unreasonable risk to Dell or Dell's Service providers or is beyond the scope of Services. Dell is not liable for any failure or delay in performance due to any cause beyond its control. Service extends only to uses for which the Supported Product was designed.
- D **Optional services.** Optional services (including point-of-need support, installation, consulting, managed, and professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such



agreement, optional services are provided pursuant to this Agreement.

E Assignment. Dell may assign this Service and/or Service Description to qualified third party service providers.

F Cancellation. Dell may cancel this Service at any time during the Service term for any of the following reasons:

- Customer fails to pay the total price for this Service in accordance with the invoice terms;
- Customer is abusive, threatening, or refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless state law requires other cancellation provisions that may not be varied by agreement. IF DELL CANCELS THIS SERVICE PURSUANT TO THIS PARAGRAPH, CUSTOMER SHALL NOT BE ENTITLED TO ANY REFUND OF FEES PAID OR DUE TO DELL.

G Geographic limitations & relocation. This Service will be delivered to the site(s) indicated on the Customer's invoice. This Service is not available at all locations. Service options, including service levels, technical support hours and onsite response times will vary by geography and

certain options may not be available for purchase in Customer's location. Dell's obligation to supply the Services to relocated Supported Products is subject to local service availability and may be subject to additional fees, and to inspection and recertification of the relocated Supported Products at Dell's then current time and materials consulting rates. Customer will provide Dell with sufficient and safe access to Customer's facilities at no cost to Dell for Dell to fulfill Dell's obligations.

H Transfer of service. Subject to the limitations set forth in this Service Description, Customer may transfer this Service to a third party who purchases Customer's entire Supported Product before the expiration of the then-current service term, provided Customer is the original purchaser of the Supported Product and this Service, or Customer purchased the Supported Product and this Service from its original owner (or a previous transferee) and complied with all the transfer procedures available at www.support.dell.com. A transfer fee may apply. Please note that if Customer or Customer's transferee moves the Supported Product to a geographic location in which this Service is not available (or is not available at the same price) as Customer paid for this Service, Customer may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer chooses not to pay such additional charges, Customer's Service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.



For more information about any of our service offerings, please contact your Dell representative or visit www.dell.com/services

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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Appendix A

Service SKUs

US SKU

SKU	Description	Partner
969-9537	Data Migration to any Dell Storage Array, per TB, 2 to 100TBs	EDT

LA SKU

SKU	Description	Partner
972-4963	Data Migration to any Dell Storage Array, per TB, 2 to 100TBs	EDT

BZ SKU

SKU	Description	Partner
972-4962	Data Migration to any Dell Storage Array, per TB, 2 to 100TBs	EDT

EMEA SKU

SKU	Description	Partner
683-17890	Data Migration to any Dell Storage Array, per TB, 2 to 100TBs	EDT

APJ POS SKU

SKU	Description	Partner
683-17900	Data Migration to any Dell Storage Array, per TB, 2 to 100TBs	EDT

APJ APOS SKU

SKU	Description	Partner
683-17901	Data Migration to any Dell Storage Array, per TB, 2 to 100TBs	EDT



Appendix B

Exceptions to Dell business hours

Country	Dell business hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, El Salvador, Grand Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos	8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, India, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM

