

Service Description: Business Standard Installation

Introduction

Dell™ delivers a series of Installation Services to satisfy our customer's needs. The Installation service outlined within this document (the "Service Description") describes the Business Standard Installation service offerings.

On-site installation services are available during the standard service hours from 9:00 a.m. to 5:00 p.m., Monday to Friday (excluding Public Holidays).

This Service is available for Vostro™, Latitude™, Optiplex™ and Dell Precision™ system only.

Service Overview

These onsite services are designed for computer users who require either a system set-up with orientation, training, Network Setup and additional onsite time. Dell Service Providers (DSP) Technical consultants throughout Asia Pacific will assist in the configuration of the computer and also train the users on how to get the most out of their system upon activation of the service by a service dispatch from Dell DSP/LSP service dispatcher.

Onsite PC Setup & Orientation (45 minutes)

On-site Activities/Service Steps

- Verify receipt and condition of all boxes and components.
- Confirm that customer supplied physical site and power supply are adequate to properly run the system.
- Unpack the systems and components.
- To ensure that the Customer's order is complete, verify product service tag #'s (serial number) match shipping list. If discrepancy, contact Dell Technical Support to resolve any discrepancies.
- Escalate to Dell Technical Support for repair or replacement of any item damaged in shipment.
- Setup and connect all standard system peripherals (keyboard, monitor (1), mouse, etc.) including modem phone cable (if applicable) to desktop or notebook.
- Install packaged system including external devices and options in this statement of work.
- Power on the system and bring up system to installed operating system or C:\> prompt.
- Verify that the system comes up to the operating system login screen.
- Load and configure network drivers if required. Configure network services to logon to a Windows NT Domain, Novel Server or operating system.
- Key-in the customer supplied TCP/IP address (where applicable).
- Re-initialise the computer's operating system and verify that the system comes up to the network logon screen (where applicable).
- If any error occurs, contact Dell Technical Support for further troubleshooting. If a hardware failure is found, Dell Technical Support will open a dispatch for service.

* Basic Orientation shall no exceed 15 minutes – briefing customer on each system's functionality i.e. Monitor (settings), Keyboard, Mouse, power on/off switch, power up & power down system.

- Special Note: Customer must provide a LAN point outlet from the place where the access point is to be installed. This Access Point is only for in-house installation and place on tabletop. This quote does not include outdoor Access Point or Antenna mounting.

External Devices Connection

(Up to 3 devices - Customer must supply all cables, drivers and software for device(s) installation)

List of devices: -

Printer

Scanner

Modem

Web Camera

Joystick

CD-Writer, DVD-ROM or DVD-Writer (External only)

All-In-One (Printer, Scanner, Copier, Fax)

On-Site Activities/Service Steps

- Unpack external device(s).
- Connect external device to appropriate port on system.
- Load appropriate device drivers supplied by Dell.
- Test connected device to ensure device is connected and properly working.

Note: Dell engineers are not liable for any incompatibility between Dell systems and non-Dell purchased devices.

Operating System Supported

Windows 2000 Professional

Windows NT 4.0

Windows XP Standard

Windows XP Professional

Windows ME

Windows 98 and 98 Second Edition

Windows 95 (OSR1, Summer Release, and OSR 2.x)

Important Additional Information

Software/Data Backup. It is the Customer's responsibility to complete a backup of all existing data, software, and programs on Supported Products prior to Dell performing any Services. **DELL WILL NOT BE RESPONSIBLE FOR LOSS OF OR RECOVERY OF DATA, PROGRAMS, OR LOSS OF USE OF SYSTEM(S) OR NETWORK.** You understand and agree that under no circumstances will Dell be responsible for any loss of software, programs, or data, even if Dell technicians have attempted to assist you with your backup, recovery, or similar services. Any such assistance is beyond the scope of any Dell warranty and this Service Agreement. The assistance is provided in Dell's sole discretion and without any guarantee or warranty of any kind. Neither does Dell provide any guarantee or warranty of any kind with respect to any third-party product that a Dell technician may use in assisting you.

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, 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.

Claims of Confidentiality or Proprietary Rights. Customer agrees that any information or data disclosed or sent to Dell, over the telephone, electronically or otherwise, is not confidential or proprietary to Customer.

Terms and Conditions. Dell is pleased to provide these Services, in accordance with this Service Description and the terms and conditions of any applicable separate signed agreement between Business Standard Installation

Customer and Dell, and in the absence of such an agreement, Dell's standard Terms and Conditions of Sale, Service and Technical Support, which are available on request or at www.dell.com/ap/services/T&C

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