As a Platinum or Gold Enterprise Services customer, you maintain control of your case by defining the service level that you need from the very beginning. When calling in to the Gold Queue or the Dell Enterprise Expert Center (EEC), your Technical Account Manager (TAM) and engineer will ask you for the Severity Level of your case. Use the following Severity Level Definitions (i.e. 1, 2, 3, Customer Service Request) to establish the service level that you need.

The effectiveness of Dell’s Support Services depends on our ability to collaborate with you to resolve your situation. To help us resolve your case in the most timely and effective manner possible, please follow the Customer Response items listed below.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Situation</th>
<th>Dell Response</th>
<th>Customer Response</th>
</tr>
</thead>
</table>
| 1             | • Complete loss of a core organizational or business process where work cannot reasonably continue  
• Case requires continuous, 24x7 attention from Dell and from you the customer                                                                 | • TAM initiates and manages the resolution  
• EEC or Gold Queue engineer troubleshoots the case, engages experts, and dispatches parts and labor when required  
• For systems covered by the 4-Hour On-Site Resolution Service\(^1\), either through Platinum or Gold Enterprise Services, an Enterprise Service Force (ESF) or EMC-trained engineer will be dispatched quickly on site if necessary | • Customer provides appropriate staff and resources to sustain continuous 24x7 communication and work effort  
• Without appropriate customer resources, the case will be downgraded to Severity Level 2  
• Customer notifies senior executives on site of the case |
| 2             | • High impact on organizational or business processes  
• An effective and imminent workaround or resolution appears to be within standard support Service Level Agreements  
• You cannot dedicate staff and resources to work case resolution continuously 24x7                                                                 | • EEC or Gold Queue engineer troubleshoots the case, engages experts, and dispatches parts and labor when required  
• Within a short period of time, the TAM will call you to discuss a work plan for closure  
• If necessary your case will be escalated to a product expert  
• Next your case is escalated to Dell Engineering  
• An ESF or EMC-trained engineer and replacement parts will be dispatched quickly to your location after phone-based troubleshooting, if necessary | • Customer provides appropriate staff and resources to sustain continuous communication and work effort  
• Customer notifies management at customer site of the case |
| 3             | • Minimal organizational or business impact                                                                                                                                                               | • EEC or Gold Queue engineer troubleshoots the case, engages experts, and dispatches parts and labor when required  
• An ESF or EMC-trained engineer and replacement parts will be dispatched quickly to your location after phone-based troubleshooting, if necessary  
• Case status is communicated to you daily or less frequently as mutually agreed | • Customer provides contact information for case owner  
• Case owner responds to Dell requests within 24 hours |

\(^1\) Service 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 dependent upon time of day call placed to Dell. U.S. only.