

Service Description: BIOS Customization

Service Overview

Through Dell's BIOS Customization service (the "Service" or "Services") Dell customizes the Dell standard Basic Input/Output Settings ("BIOS") on new Dell hardware systems in the factory. With this Service, a Customer also has the option to "freeze" the version of the Dell standard BIOS to a particular revision. The Service is available on Dell OptiPlex™, Latitude™, and Precision™ systems.

Not Included With This Service

- Any application licenses or purchases.
- Physical installation of any hardware or software that is not related to this Service.
- Creation of custom BIOS settings outside of Dell's standard BIOS settings.
- Troubleshooting or technical support for Customer image with customized BIOS settings.
- Testing Customer-specific applications or hardware for compatibility with the Customer's image and customized BIOS settings.
- Any activities other than those specifically noted in this Service Description.

Customer's Responsibilities

- Acquire all necessary licenses to support Customer image.
- Create, test, and verify that the BIOS customizations requested operates according to Customer requirements on the Dell hardware configurations that will be purchased. **DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS RELATED TO THE CUSTOM BIOS SETTINGS.**
- Complete, verify accuracy, sign and submit Technical Specification form.
- Validate that the Service meets requirements documented in the Technical Specification form.
- Provide signed Export Compliance certificate to Dell, if applicable.

Key Service Steps

Delivery of this Service is initiated by development of a "project" within Dell's Custom Factory Integration ("CFI") group, and will be a component of the overall project created to implement the Image/Software Factory Integration service. Each image the Customer provides to Dell will be managed through a unique project. If the Customer orders multiple custom factory integration services, they may be combined under a single project. The key steps in the project development process are set out below.

- **Project Initiation**
 1. CFI Project Manager initiates contact with the Customer to document technical requirements and capture them in the Technical Specification form.
 2. Customer validates accuracy of technical specifications. If accurate, Customer signs Technical Specification form.
 3. Customer provides signed Export Compliance forms to Dell, if required. These forms certify that Customer will not ship any software outside the United States without specific approval from the Federal government.
- **Project Development**
 1. CFI Engineer develops scripts to enable factory setting of the BIOS customizations.
 2. BIOS customization process is tested in Dell's facility.
 3. Customer may order a validation system or validation media for inspection.
- **Project Completion**
 1. Project is ready for volume orders.

2. Dell executes the project as described in the signed Technical Specification form.

Important Additional Information

- Dell releases mandatory BIOS updates periodically. Mandatory BIOS updates apply to “frozen” BIOS. Customer may “re-freeze” BIOS at new level.
- Not all BIOS customization settings are available on all systems. Customer should consult with the CFI Program Manager for particular setting capability by system type.

Dell is pleased to provide these Services in accordance with this Service Description and the terms and conditions of the Dell Customer Master Services Agreement at http://www.dell.com/service_contracts/, or Customer’s applicable separate signed agreement with Dell.

