



Service description

Client Installation of a Desktop or Laptop Computer - Basic

Introduction to your service agreement

This service provides for the basic installation of a new Dell desktop or notebook computer (the "system" or "Supported Product" or "Supported Products") at the Customer's site (the "Service" or "Services") as set forth more specifically in this Service Description. This Service includes the following:

- Installation of the new system.
- Connection to an existing Ethernet network.
- Connection of up to three new or existing external non-networked peripherals, such as printers, additional monitors, or hard drives, to the new system.

This Service will be provided during normal Dell business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise in Appendix B. Any services beyond normal Dell business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Dell project manager.

This Service Description ("Service Description") is entered among you the customer ("you" or "Customer") and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided in connection with Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this Service (as defined herein) or, in the absence of such agreement, Dell's terms of sale applicable to commercial customers, which is available at www.Dell.com/terms (you can access this at www.Dell.com/terms in the United States) or your local Dell.com website and incorporated by reference in its entirety herein.

By placing your order for the Services, utilizing the Services or associated software, or by clicking/checking the "I Agree" button or box on the Dell.com website in connection with your purchase or within a Dell software 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, which case "you" or "Customer" shall refer to such entity.

The scope of your Service agreement

Service SKUs

See Appendix A

The key Service steps include

- **Implementation and testing:**

1. Unpack and inspect the new system:
 - a. Inspect all boxes and components to ensure accuracy and completeness of the new system order, including product Service tags, according to the shipping list.
 - b. Verify availability of Customer-provided physical site and power.
 - c. Unpack system and components.
 - d. Connect a single keyboard, monitor and mouse.
 - e. Connect unit to ethernet local area network ("LAN") jack with Customer-provided patch cable, if applicable.
 - f. Apply system power and perform initial system boot.
 - g. Enter first time system information, such as computer name, username/password, wireless settings and internet protocol ("IP") information, as per the Customers guidance.
2. Connect up to three external peripherals:
 - a. For new peripherals:
 - i. Inspect, unpack and setup new peripheral, as needed.
 - ii. Connect the peripheral to the system.
 - iii. Install the supplied driver, as needed.
 - b. For existing peripherals:
 - i. Connect the peripheral to the system.
 - ii. Install the Customer provided driver, as needed.
 - c. Test the operation of the peripheral by sending data to it.
3. Trash removal:
 - a. Remove all packaging material to a Customer-designated area within the immediate (within 10 meters of the) installation location, or arrange with the Customer for Customer removal.
 - b. Ensure that the installation site is cleared of any debris or packing materials associated with this Service.

- **Project closeout:**

1. Provide basic orientation of the Supported Products relating to this Service, as requested by the Customer, not to exceed 20 minutes.
2. Leave system and peripheral software, manuals and documentation with the Customer.
3. Provide acceptance documentation to Customer and obtain Customer signature.

Excluded Services

- De-installation or re-installation of any existing hardware.
- De-installation or re-installation of any software applications.
- Attachment of a system to any network other than to an existing ethernet LAN (wired or wireless).
- Any activities related to network infrastructure configuration or troubleshooting.
- Installation of any networked peripheral device.
- Any recovery or transfer of data, including disaster recovery.
- Re-configuring/re-mapping existing wireless keyboards and/or wireless mice.



- Transferring applications or scripting for application installations at the desktop.
- Customizing of the new system, including the desktop, icons, folders, backgrounds, screensavers and applications except as expressly stated in this Service Description.
- Troubleshooting applications, application compatibility issues, or viruses.
- Warranty Service or support for third party systems or applications.
- Any activities other than those specifically noted in this Service Description.

Service specific Customer responsibilities

- **Prior to Dell arriving on-site for installation:**
 1. Receive new system shipped from Dell.
 2. Place the product in the immediate area in which it is to be installed.
 3. Load all required operating system(s) on affected system(s).
 4. Ensure that sufficient cabling and electrical power outlets are available.
 5. Make all necessary system naming instructions available to Dell.
- **During the on-site installation:**
 1. Provide drivers for all the existing peripherals that are to be connected to the new system.
 2. Ensure that any existing peripherals are installed and fully functional.
 3. Provide the necessary system information for first-time setup of the system, such as computer name, username/password and IP information.
 4. Dispose of the packing material and other debris.



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.

3 Customer responsibilities

A 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.

B Cooperate with phone analyst and on-site technician. Customer agrees to cooperate with and follow the instructions given by Dell phone analyst and its on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.

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

D Maintain software and serviced releases. Customer must maintain software and Supported Product(s) at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or EqualLogic™, or as specified on www.support.dell.com for additional Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in



order to keep the Supported Product(s) eligible for this Service.

E Data backup. Complete a backup of all existing data and programs on all affected systems prior to the delivery of this Service by Dell. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS or loss of use of system(s) arising out of this Service or related support activities or any act or omission, including negligence, by Dell or a third-party service provider.

4 Important additional information

A 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.

B 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.

C 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.

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

E 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 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.

F 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.

G 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 BMC SKU

SKU	Description	Partner
992-2269	Client Installation of a Desktop or Laptop Computer - Basic	DSP
992-2029	Client Installation of a Desktop or Laptop Computer - Basic	DSP
986-3357	Client Installation of a Desktop or Laptop Computer - Basic, K12	DSP

US QLX SKU

SKU	Description	Partner
992-2278	Client Installation of a Desktop or Laptop Computer - Basic	DSP
992-1998	Client Installation of a Desktop or Laptop Computer - Basic	DSP

CA UNY SKU

SKU	Description	Partner
907-4279	Client Installation of a Desktop or Laptop Computer - Basic	DSP

LA SKU

SKU	Description	Partner
926-6269	Client Installation of a Desktop or Laptop Computer - Basic	DSP

BZ SKU

SKU	Description	Partner
926-0909	Client Installation of a Desktop or Laptop Computer - Basic	DSP

EMEA SKU

SKU	Description	Partner
683-14327	Client Install of a Desktop or Laptop Computer - Basic	DSP

APJ POS SKU

SKU	Description	Partner
683-15289	Client Installation of a Desktop or Laptop Computer - Basic	DSP
683-15403	Client Installation of a Desktop or Laptop Computer - Basic	DSP
683-15271	Client Installation of a Desktop or Laptop Computer - Basic	DSP
683-15280	Client Installation of a Desktop or Laptop Computer - Basic	DSP
683-15352	Client Installation of a Desktop or Laptop Computer - Basic (Brunei/Macau)	DSP
683-15412	Client Installation of a Desktop or Laptop Computer - Basic (Brunei/Macau)	DSP
683-15334	Client Installation of a Desktop or Laptop Computer - Basic (Brunei/Macau)	DSP
683-15343	Client Installation of a Desktop or Laptop Computer - Basic (Brunei/Macau)	DSP



APJ APOS SKU

SKU	Description	Partner
683-15307	Client Installation of a Desktop or Laptop Computer - Basic	DSP
683-15325	Client Installation of a Desktop or Laptop Computer - Basic	DSP
683-15298	Client Installation of a Desktop or Laptop Computer - Basic	DSP
683-15316	Client Installation of a Desktop or Laptop Computer - Basic	DSP
683-15370	Client Installation of a Desktop or Laptop Computer - Basic (Brunei/Macau)	DSP
683-15388	Client Installation of a Desktop or Laptop Computer - Basic (Brunei/Macau)	DSP
683-15361	Client Installation of a Desktop or Laptop Computer - Basic (Brunei/Macau)	DSP
683-15379	Client Installation of a Desktop or Laptop Computer - Basic (Brunei/Macau)	DSP

Japan SKU

SKU	Description	Partner
DSMFG001	Vostro Basic Install	DSP
DSMFO001	OptiPlex Basic Install	DSP
DSMFL001	Latitude Basic Install	DSP
DSMFW001	Precision Basic Install	DSP



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

