

HelpDesk Service Description ("HelpDesk")

I. HelpDesk Service Overview

HelpDesk provides support for Dell™ Vostro™, XPS™, Dimension™, OptiPlex™, Dell Precision™, Inspiron™, Latitude™ and Dell branded peripherals. HelpDesk provides support on virus, spyware and multiple versions of industry standard applications in addition to factory-installed or customer-installed applications and operating systems for the duration of the service period*.

* See invoice/quotation to confirm length of service after which the service is subject to a separate charge. Notwithstanding the length of the service period, Dell provides HelpDesk as an option of 30days, 1 year, 3 years or by the number of resolutions purchased.

II. Support Procedures - The 2 Levels of Support

1. 24/7 Comprehensive On-line Support

Dell's standard support website provides on-line assistance, including troubleshooting information, problem diagnosis tools and downloads.

2. HelpDesk

If you have a problem and cannot resolve it using our on-line support you should contact Dell's HelpDesk for problem diagnosis and resolution. This telephone support is a fast and efficient way for Dell to assess a problem and determine the best and fastest way to resolve this problem. HelpDesk is available 24 hours a day, seven (7) days a week, 365 days a year.

III. Support Procedures – The 2 Levels of Support in Detail

1. 24/7 Comprehensive On-line Support

Dell offers comprehensive free online assistance at <http://support.ap.dell.com>. This includes e-mail support. Most support questions can be answered with Dell's on-line problem-diagnosis tools and information resources, such as:

- Access to most of the same reference material used by Dell technicians including problem-diagnosis tools, troubleshooting information and frequently asked questions (FAQs).
- Information on your individual system or peripherals, accessed by keying in your system tag number.
- Drivers, utilities and registration for update notification.
- Discussion group with other customers and Dell technical professionals.

2. HelpDesk

SCOPE OF SERVICES

Dell will help you to resolve your problems by providing electronic and telephone assistance to you or your designated representatives. You may purchase HelpDesk as one of the options referenced below, agreements may also be renewed** upon expiration. All agreements begin on the date you the Product from Dell and expire at the end of the term referenced on your original Dell invoice or have utilized your purchased HelpDesk resolutions.

** Renewal of a service contract is solely at Dell's discretion.

a. Term and Renewal:

- 3 year HelpDesk
- 2 year HelpDesk
- 1 year HelpDesk
- 30 days HelpDesk

- HelpDesk with resolution packs or single resolutions
- Dell will use commercially reasonable efforts to provide the following HelpDesk service for the duration of the agreement referenced on the original invoice provided by Dell.
- Proposed corrections for error messages and conditions experienced while using all products referenced within this document.

REQUIRED STEPS TO RESOLVE YOUR PROBLEM

- Problem determination may include any of the following actions:
 - Information gathering
 - Analysis
 - Research including reproducing systems
 - Acquiring additional information
- Problem resolution may include any of the following actions:
 - Providing a resolution or steps towards a resolution
 - Configuration changes
 - Escalation of a bug report

VIRUS & SPYWARE DETECTION, REMOVAL AND CONFIGURATION

- Spyware & virus detection procedures
- Spyware & virus removal/ extermination
- Sending of patches (if available) and assisting customers on how to install and use
- Infected data cleaning/ recovery
- Advice on anti-virus software installed - how to update and how to obtain latest virus list
- Enabling firewall on operating system antivirus software on spyware and virus
- Third party spyware & virus detection, removal and configuration not listed below will be on a reasonable efforts basis.

SUPPORTED APPLICATIONS LIST

The following provides a comprehensive list of applications supported by the Dell HelpDesk.

- Databases
 - Microsoft® Access 2003 (2002, 2000),
 - Lotus® Approach for Windows® Millennium Edition 9.5 (97, 96)
 - Lotus Organizer 6.1 (6.0,5.x)
- Electronic Mail
 - Microsoft Outlook® 2003 (2002, 2000)
 - Microsoft Outlook Express ® 6.x (5.x, 4.x)
 - Lotus cc:Mail (Including Mobile) for Windows version 8.3 (7.0, 6.0)
- Graphics
 - Adobe® Acrobat® 7.x (6.x,5.x) Adobe Photoshop® CS2 and Adobe
 - PageMaker® for Windows 7.x (6.x, 5.x)
 - Microsoft PowerPoint® 2003, (2002, 2000)
 - Microsoft FrontPage® 2003, (2002, 2000)
 - Microsoft Project 2003, (2002, 2000)
 - Microsoft Publisher 2003 (2002, 2000)
 - Visio® 2003 (2002, 2000) and Visio Technical 2003 (2002, 2000)

- Groupware
 - Microsoft Outlook® 2003 (2002, 2000)
 - Lotus Notes Client® for Windows 7.x (6.x, 5.x)
 - Lotus Domino R7 (R6, R5)
 - Lotus Organizer®6.1 (6.0, 5.x)
 - Novell Groupwise® Windows Client 7.x (6.x, 5.x),
 - Groupwise Client Admin for Windows 7.x (6.x, 5.x)
 - Groupwise Remote Client for Windows 7.x (6.x, 5.x)
- Personal Operating Systems and Management Tools
 - Windows 98 (Previous to Windows XP Home), Windows 2000 Professional (Previous to Windows XP Professional), Windows XP Home, Windows XP Professional (Current)
 - Novell NetWare® Client. for Windows 6.x (5.x, 4.x)
 - Redhat Linux 9.0
 - SUSE Linux 10.0 for Novell
- Spreadsheets
 - Microsoft Excel 2003 (2002, 2000)
 - Lotus 1-2-3® for Windows Millennium Edition 9.8 (97,96)
- Suite Setup
 - Microsoft Office 2003 (2002, 2000)
 - Microsoft Office XP
 - Corel® Office Professional® 12.0 (11.0, 10.0)
 - Corel WordPerfect Suite® 12.0(11.0, 10.0)
 - Lotus SmartSuite® for Windows Millennium Edition 9.8(9.5, 9.0)
- Word processing
 - Microsoft Word 2003 (2002, 2000)
 - Lotus Word Pro for Windows 9.5 (9.0, 8.0)
 - Word Perfect Professional Suite 12 (11.0, 10.0)
- Utilities & Communications
 - Microsoft Internet Explorer 6.x (5.x, 4.x)
 - Netscape® Navigator Client® 7.x (6.x, 4.x)
- Installation and configuration of Operating Systems
 - Windows 98 (Previous to Windows XP Home)
 - Windows ME (Previous to Windows XP Home)
 - Windows 2000 Professional (Previous to Windows XP Professional)
 - Windows XP Home Edition (Current)
 - Windows XP Professional (Current)
 - Novell NetWare Client for Windows 6.x (5.x,4.x)
- Spyware/Adware
 - Pest Patrol
 - Lavasoft Ad-Aware
 - Spybot Search & Destroy
 - Spy Blocker
 - Nuker
 - Microsoft Windows AntiSpyware
- Antivirus Software
 - McAfee® Security Centre 7.0 (6.0) – Including Antivirus, Personal Firewall & Privacy Service
 - Norton® Internet Security® 2006 (2005, 2004)

- Norton® Antivirus® 2006 (2005, 2004)
- Dell Security Center
- Peripherals
 - Dell Printers
 - Dell PDA
 - Dell Projectors
 - Dell Monitors
 - Dell LCD TVs
 - UPS

LIMITATION OF THE SUPPORT SERVICE

Support is on systems purchased from Dell within Australia, New Zealand, Hong Kong, Malaysia, Singapore, Brunei and India. The service is limited to the length of the contract you purchased. Support is only available in the English language.

Support does not cover:

- Instances in which the compatibility of the system to the software is in question, or when the system configuration is invalid
- Any on-site services
- Remote or on-site training assistance
- Software upgrades or new software releases
- Scripting, programming, database design or web development
- Software support on any other products than specifically stated in the Supported Applications List section of his Service Description document.

CUSTOMER RESPONSIBILITIES

To receive support, you are responsible for complying with the following:

1. Confirm that the following conditions are true:

- The situation presented to the Help Desk is reproducible on a single system, i.e., one central processing unit with its workstations and other peripherals;
- The operating system is at the current release level supported by Dell;
- The system, including software and hardware, is accessible and available to the representative requesting assistance without limit during any telephone discussions with Dell support personnel;
- The representative will follow the instructions and suggestions of Dell's support personnel, using the full system.

2). Data / Software Backup

- Customer is responsible for all data on the system. Customer agrees that Dell is not responsible for any loss of software or data.

3). Anti Virus application.

- Customer is required to have a licensed copy of a supported anti-Spyware and anti-virus protection program

This Service Description is subject to and supplements the terms and conditions of any applicable overriding signed agreement between 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 <http://support.ap.dell.com>. In the event of a conflict between this document and such terms and conditions, this document shall prevail. Dell reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation.

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