Premier Enterprise Support
Gold Service Description for Dell|EMC Systems
Service Description: Gold Support for Dell|EMC Systems

Service Overview

Dell is pleased to provide you with Gold Support (the “Service” or “Services”) as set forth in this Service Description. Gold Support offers high-level access available through the Premier Enterprise Support Service Program, including engineer-to-engineer service through the Gold Queue, 4-hour 7x24 onsite hardware services, resolutions with software and storage with case based-support for enterprise systems. Through our Technical Account Management services, Gold Support increases the benefits of a relationship with Dell and assures that support services are optimised for customer environments.

Premier Enterprise Support comprises three tiers of service: Gold, Silver and Bronze. Each of these service tiers is designed to meet the varied needs of enterprise customers.

Gold Support: For business-critical systems, Gold support offers a rich suite of high-end services designed to help you manage key environments. Gold support can be provided either Next business day or 4 hour expedited resolutions.

Silver Support: For systems that require lower level of support, the Silver tier provides you with 4 hour expedited resolutions.

Bronze Support: For non time-sensitive systems and for customers who prefer to do their own troubleshooting and repair, Dell offers the Bronze package.

Gold Support is available for select Dell|EMC Systems. Your Dell invoice will indicate whether you purchased Gold Support Services and will serve as your receipt (“Premier Service Invoice”). The Gold Supported System covered under this Service Description is identified in your invoice (“Supported System”). Each Supported System will be identified with a serial number (the “Service Tag”).

A third party service provider, under subcontract with Dell, may provide some or all of the Services. Support Services will be delivered to the site(s) and for the Supported Systems indicated on your invoice.

Please read this document carefully and note that Dell reserves the right to change or modify any of the terms and conditions set forth in this Service Description at any time, and to determine whether and when any such changes apply to both existing and future customers.

Gold Support is provided from the Invoice Date. Gold Support offers access to Dell’s Gold Support Queue’s, including 4-hour response 24x7 onsite hardware service with software and storage support. Gold Support can only be offered in areas where Dell’s NBD and 4-hour onsite response services are available. Gold Support is provided without usage limit over the term of your contract. Gold Support as described in this document is available for Dell|EMC systems purchased in Asia Pacific Direct Countries only. Dell direct locations can be found at http://www.dell.com/ap/services
### Deliverables and Delivery Agents

The table below summarises the deliverables and indicates the delivery agent for each of the services in Gold Support:

<table>
<thead>
<tr>
<th>Service</th>
<th>Deliverables</th>
<th>Delivered By:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online Support</strong></td>
<td>Web-based technical support via customer specific Dell Premier Pages or AP.Dell.com</td>
<td>Dell On-line team</td>
</tr>
<tr>
<td><strong>24x7 Engineer-to-Engineer Telephone Support</strong></td>
<td>Dedicated Gold Queue for Dell hardware troubleshooting, diagnosis and resolution. Gold customers to speak directly to highly trained engineers.</td>
<td>Dell Gold Queue infrastructure and senior level engineers from Enterprise Expert Centre.</td>
</tr>
<tr>
<td><strong>24x7 Onsite Hardware Maintenance</strong></td>
<td>Dispatch of onsite engineer to resolve hardware faults. Service is available 24x7 with a targeted 4-hour response from time of dispatch.</td>
<td>Troubleshooting completed by Gold Queue or SME (Subject Matter Experts) in Enterprise Expert Centre who can dispatch onsite parts and labour if necessary.</td>
</tr>
<tr>
<td><strong>24x7 Software and Storage Support</strong></td>
<td>Support for operating systems, Dell</td>
<td>EMC advanced software and storage configuration issues from Dell senior level engineers. Customer is entitled to unlimited resolutions per Gold supported system</td>
</tr>
<tr>
<td><strong>Technical Account Manager (TAM) Team Services</strong></td>
<td>A 24x7 team of TAMs to Oversee customer escalation processes and provide reports on incident status.</td>
<td>TAM team located at the Enterprise Expert Centre.</td>
</tr>
<tr>
<td><strong>Customer Defined Call Priority</strong></td>
<td>At initiation of a service call, the customer assigns a priority level to their incident depending on severity of problem.</td>
<td>Gold Queue Engineers provide troubleshooting and diagnosis. The TAM and Enterprise Expert Centre apply time bound escalation processes depending upon incident severity.</td>
</tr>
<tr>
<td><strong>Software Subscription</strong></td>
<td>Updates of SAN management software</td>
<td>Dell consultant goes onsite to perform SAN updates</td>
</tr>
<tr>
<td><strong>Seamless Support</strong></td>
<td>Dell acts as single point of contact for collaborative resolution of key third party software/hardware issues</td>
<td>Dell Gold Queue or SMEs (Subject Matter Expert) and customer contracts with key third party vendors.</td>
</tr>
</tbody>
</table>

Gold Support includes the components described below:

- Online Technical Support
- Gold Telephone Technical Support
- On site Technical Support
- Software and Storage Resolution Pack Support
- Technical Account Management Service
- Customer defined Call Priority
- Seamless Support
- Hardware Maintenance Service
**Online Technical Support**
Dell provides online and email technical support 24 hours a day via Dell’s E-support website: support.ap.dell.com and or http://support.jp.dell.com  These sites contain technical and troubleshooting information and utilities for your specific Dell model.

**Hours of availability:**  24 hours a day 7 Days a week  
**Language availability:**  English, Japanese, Mandarin

The available services are as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online Support – Login and registration</strong></td>
<td>Customer will need to register for an Account, if not already registered.</td>
</tr>
<tr>
<td></td>
<td>Dell Sales Account Manager or Gold TAM Team member handles request for new registration.</td>
</tr>
<tr>
<td></td>
<td>Customer receives login.</td>
</tr>
<tr>
<td></td>
<td>On registration, customer can retrieve and set up profile.</td>
</tr>
<tr>
<td><strong>Online Support – Customized Preferences</strong></td>
<td>Customer will be able to configure their systems to allow referencing product information via customer’s own service tags.</td>
</tr>
<tr>
<td>(Customer managed)</td>
<td></td>
</tr>
<tr>
<td><strong>Support.ap.dell.com (for AP)</strong></td>
<td>Dell provides full access to support site environment (registered country)</td>
</tr>
<tr>
<td><strong>Support.jp.dell.com (for JP)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Technical Support &amp; service Information</strong></td>
<td>Dell provides downloads, knowledgebase and system configuration</td>
</tr>
<tr>
<td></td>
<td>Selected by system type or dependent upon the service tag entered</td>
</tr>
<tr>
<td><strong>Service Call Status</strong></td>
<td>Dell provides access to single or multiple tag service call status.</td>
</tr>
<tr>
<td></td>
<td>Data provided is read only. Select the following link to gain access.</td>
</tr>
<tr>
<td></td>
<td><a href="http://support.ap.dell.com/apjsite/systemwarranty/search.aspx">http://support.ap.dell.com/apjsite/systemwarranty/search.aspx</a></td>
</tr>
<tr>
<td><strong>Parts Request Online</strong></td>
<td>Dell provides ability for customer with Customer-owned Parts On Site to order parts for restocking</td>
</tr>
<tr>
<td></td>
<td>Dell will fulfill the request through the standard parts handling process</td>
</tr>
<tr>
<td><strong>Warranty information, system configuration</strong></td>
<td>Dell provides service status and time left for system with tag number provided by customer</td>
</tr>
<tr>
<td>&amp; system documentation</td>
<td>Dell provides details of system configuration as shipped from Dell for system with tag number provided by customer</td>
</tr>
<tr>
<td></td>
<td>Dell provides access to technical specifications, supported components and peripherals and software for Dell systems.</td>
</tr>
</tbody>
</table>

Technical support via Email includes assistance and advice regarding installation of service packs, components, supplements, updates and patches for specifically covered factory installed operating systems and support for Pre-Failure Alert.

**Service Notes:**
- Any software or hardware peripherals not supplied by Dell as part of the system, are not included in the terms of this support service.
- NOS support for NBD and 4HR contracts is not available in APAC.
Gold Telephone Technical Support

Dell provides telephone based technical support, advice and general technical information related to Dell manufactured hardware.

**Hours of availability:** 24 hours a day 7 Days a week
**Language availability:** English, Mandarin, Cantonese, Japanese, Malay, Thai, Korean

<table>
<thead>
<tr>
<th>Technical Support Country</th>
<th>Location</th>
<th>Hours of Operation</th>
<th>Local Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUSTRALIA</td>
<td>Sydney, Australia</td>
<td>24x7</td>
<td>1800 733 313</td>
</tr>
<tr>
<td>BRUNEI</td>
<td>Penang, Malaysia</td>
<td>24x7</td>
<td>604-633-4966</td>
</tr>
<tr>
<td>China</td>
<td>Xiamen, China</td>
<td>24x7</td>
<td>800-858-2606</td>
</tr>
<tr>
<td>HONG KONG</td>
<td>Xiamen, China</td>
<td>24x7</td>
<td>0852-2969-3187</td>
</tr>
<tr>
<td>INDIA</td>
<td>Bangalore, India</td>
<td>24x7</td>
<td>1800-425-8045</td>
</tr>
<tr>
<td>Japan</td>
<td>Kawasaki, Japan</td>
<td>24x7</td>
<td>0120-1984-30</td>
</tr>
<tr>
<td>MACAU</td>
<td>Xiamen, China</td>
<td>24x7</td>
<td>0800-105</td>
</tr>
<tr>
<td>MALAYSIA</td>
<td>Penang, Malaysia</td>
<td>24x7</td>
<td>1800-88-1304</td>
</tr>
<tr>
<td>NEW ZEALAND</td>
<td>Sydney, Australia</td>
<td>24x7</td>
<td>0800-443-561</td>
</tr>
<tr>
<td>SINGAPORE</td>
<td>Penang, Malaysia</td>
<td>24x7</td>
<td>1800-394-7440</td>
</tr>
<tr>
<td>TAIWAN</td>
<td>Penang, Malaysia</td>
<td>24x7</td>
<td>0080-160-1269</td>
</tr>
<tr>
<td>THAILAND</td>
<td>Penang, Malaysia</td>
<td>24x7</td>
<td>1800-0060-05</td>
</tr>
<tr>
<td>SOUTH KOREA</td>
<td>Seoul, South Korea</td>
<td>24x7</td>
<td>080-860-9919</td>
</tr>
</tbody>
</table>

The Gold Queue is the initial point of contact for Dell|EMC systems. When the call is received into the Gold Queue, the engineer receiving the call will either provide the required troubleshooting directly, or pass the call into an appropriate Subject Matter Expert (SME) resource in the Enterprise Expert Centre. The Gold Queue employs a case-based support service providing customers with continuity of support for issues.

To invoke the service, the customer contacts Dell using the dedicated Gold Queue telephone number, describing both the severity of the issue and symptoms of the problem. The Gold Queue can be contacted via telephone or email (for less pressing issues) – customers are advised the telephone numbers and email address through a Welcome Letter that is sent via email.

**Gold Queue Telephone Support Call Flow**
Note: For customers who either did not purchase the optional on-site troubleshooting service (OSTS) or for customers who don't want to use their on-site troubleshooting resolutions and the issue requires replacement parts and onsite labour, the parts and labour will be dispatched as soon as the hardware failure is identified.

**Dell Gold Queue Engineer Requirements (Hardware):**
Dell shall make commercially reasonable efforts to respond to the customer's enquiry/problem in a timely manner. The Gold Queue engineer enters the call into the case management tool with the priority specified by the customer. After phone-based troubleshooting, the Gold Queue engineer dispatches parts and labour if necessary. If the issue requires the dispatch of an onsite engineer, the Gold Queue will arrange for the dispatch in line with the underlying Gold service level (2-hour or 4-hour response). The labour dispatch includes the dispatch of parts to be used by the onsite engineer as required. If a part delivered do not perform to specification, then, a replacement will be dispatched.

If the customer has purchased the Onsite Troubleshooting Resolution Pack option, the Gold Queue engineer, will, at the customer's request, dispatch an Onsite Troubleshooting engineer to provide onsite diagnosis and repair of the reported problem.

**Customer Responsibilities**
- Customer must provide the tag number of the system for which the enquiry is being made or case number if following up on a previous issue.
- Customer must provide such information as is requested by the Dell engineer to assist in the diagnosis.

**Term and Renewal.** These Services begin on the date you receive the Gold Supported System from Dell and expire three (3) years thereafter or as identified in your invoice.

**On-site Technical Support**
Gold Services Include On-Site Response Options (as necessary and according to purchase):

See your invoice for the on-site response option you have purchased for the Supported System. On site technical support will be provided upon conclusion of the phone-based troubleshooting by Dell unless customer agrees to use the optional on-site troubleshooting service (OSTS). Availability of on-site response options also vary based on system model and/or location.

On-Site Hardware Support: All systems to be included in the Services provided under this Agreement must be covered by a “Next Business Day” (“NBD”) on-site “Hardware Support Agreement”. These Hardware Support Agreements should be active through the term of the Gold Enterprise Service agreement. The cost for these Hardware Support Agreements are in addition to the cost of the Services provided hereunder. Customer has the option of upgrading the NBD hardware support agreement on a system to a “Same Day” Hardware Support Agreement. Same Day agreements are available with 4 and 2 hour response time service levels and can only be sold in geographic areas where Dell provides this level of support. Hardware Support Agreements cannot be purchased for any systems older than five (5) years old. Please refer to the terms and conditions of Customer’s Hardware Support Agreement for more information on these services.

**Onsite Response**
Dell will endeavour to provide onsite parts and labour within the SLA provided a Dell support technician agrees and accepts a system fault call (after phone-based troubleshooting). The engineer dispatched will be a Level 3 technician with Master DCSE Certification. Service will be provided whilst the system is covered under a valid Dell service plan. Dell has a policy of conducting phone-based or Internet troubleshooting to determine whether onsite service is required. The response times are estimates and may vary according to part and engineer availability or the remoteness or accessibility of customer location.

**System Cover**
- Peripherals (e.g. monitor, keyboard) and customer replaceable units may be delivered by courier for customer installation.
- Parts not critical to product function (e.g. hinges, doors, cosmetic features, frames) may not be serviced within...
the SLA time period

- Parts may be new or refurbished parts in accordance with industry practice
- Service includes restoration of the available operating system as factory shipped

**Items not covered by Gold Onsite service**

- Non-Dell peripherals and accessories - these are covered by the manufacturer or licensor warranty unless otherwise specified
- Customer software applications and data
- Post-installation support on operating systems
- BIOS/Firmware upgrades
- Preventative maintenance
- Backup, restoration and transfer of applications and data

Dell reserves the right to make an additional charge, in accordance with its standard scale of charges for any service work or visits undertaken by Dell and made at the request of the customer that are outside of the scope of the applicable service plan.

**Term and Renewal.** These Services begin on the date you receive the Gold Supported System from Dell and expire three (3) years thereafter or as identified in your invoice.

**Software and Storage Support**

Software within the scope of Gold Support is listed below ("Covered Software"). Dell shall make commercially reasonable efforts to respond to the customer’s enquiry/problem in a timely manner. The Gold Queue engineer will log the incident in Dell’s case management tool at the priority specified by the customer. The Gold Queue engineer or Software and Storage Senior Analyst will troubleshoot the issue, which may include the following:

**Proposed corrections** for Covered Software error messages.

**Problem determination** may include:

- Information gathering
- Analysis
- Research including reproducing systems
- Acquiring additional information

**Problem Resolution** may include:

- Providing a resolution or steps towards a resolution
- Workaround
- Configuration changes
- Escalate a bug report

**Covered Software:**

- Access Logix
- Navisphere Agent
- Navisphere Manager
- PowerPath™
Dell | EMC Core Software Updates

Gold Support includes the following software updates for core Dell/EMC software such as Navisphere®, Manager, Access Logix™, Navisphere Agent, and PowerPath® (for the service period indicated on the Dell invoice):

- Patches and Bug Fixes - minor changes made by EMC to the applicable Enterprise Storage Software for purposes of maintaining operating system compatibility and/or database compatibility, and any error corrections, workarounds and/or patches needed to maintain conformance to the documentation for the applicable Enterprise Storage Software;

- All new versions or releases of the applicable Enterprise Storage Software generally made available by EMC at no additional charge to other licensees for Enterprise Storage Software that is covered by an EMC warranty or under an annual maintenance contract between EMC and the licensee. These generally consist of releases that contain patches and bug fixes, changes that reflect an expansion or extension of existing features, and changes that include substantial new features, functions or capabilities.

Support is also available for Dell|EMC Optional Software:

Additional costs apply for optional software support

- SnapView
- MirrorView
- Navisphere Analyser
- Navisphere Organizer
- SAN Copy™
- EMC Replication Manager™
- VisualSAN™

In the event of the diagnosis concluding that the cause of the problem is with a third party vendor, the Gold Queue engineer contacts the third party on behalf of the mutual customer if the third party vendor is included in Dell’s Cooperative (Seamless) Support Program (see later section entitled “Cooperative Support”). In the event of a Severity 1 call, the engineer will stay on the call with the customer and the third party while troubleshooting proceeds. (need to change this phase in response to the Advanced Software Support initiatives)

Customer Responsibilities
Without limitation, the following are the customer’s responsibility:

- Provide the tag number of the system on which the problem is being reported.
- Provide such information as is requested by the Dell engineer to assist in the diagnostic process, using a knowledgeable person at their system site
- Other reasonable actions to enable Dell to provide assistance

Dell Responsibilities
On receipt of a Software and Storage Support call, Dell is responsible for checking customer’s entitlement. Escalation of unresolved problems within Dell, and by use of the Cooperative (Seamless) Support service.

Services not covered

- Development.
- non-Dell certified operating systems.
- EOL products no longer supported by vendor.
- Client operating system specific problems.
- Office applications.
- non-dell 3rdparty devices.
- Beta software

This service applies to both factory-installed and customer-installed software (customer-installed software must be included on Dell’s supported products list in order to receive assistance). Dell also offers support for Windows 2000
Datacenter on a custom basis.

In the event of the diagnosis concluding that the cause of the problem is with a third party vendor, the Gold Queue engineer contacts the third party on behalf of the customer if the third party vendor is included in Dell’s Seamless Support Program. In the event of a Severity 1 call, the engineer will stay on the call with the customer and the third party while troubleshooting proceeds.

**Customer Responsibilities**

- Provide the tag number of the system on which the problem is being reported.
- Provide such information as is requested by the Dell engineer to assist in the diagnostic process, using a knowledgeable person at their system site.

**Dell Responsibilities**

- On receipt of a Software and Storage Support call, Dell is responsible for checking customer’s availability of resolutions and decrementing a resolution from the number of outstanding if Dell resolves the issue.
- Escalation of unresolved problems within Dell, and by use of the Seamless Support service.

**Software Subscription**

Dell|EMC customers are entitled to free upgrades of their SAN software for the duration of their software contract. Installation of this software is chargeable. The upgrade includes new releases of SAN Base Code (Flare), Management software, patches, and bug fixes with Dell performing the onsite upgrades. The software can be supplied on CD ordered from [http://support.ap.dell.com/apjsite/support/emcgateway.aspx](http://support.ap.dell.com/apjsite/support/emcgateway.aspx), [https://supportapp.jp.dell.com/jp/jp/tech/emc/form.asp](https://supportapp.jp.dell.com/jp/jp/tech/emc/form.asp) or can be downloaded from the Powerlink website. [www.emc.com/powerlink](http://www.emc.com/powerlink) customer must register and have valid Serial Numbers for the purchased software). Fees for onsite upgrades and configuration service will vary by the number of hosts in the customer’s SAN configuration.

**Customer Responsibilities**

Without limitation, the following are the customer’s responsibility:

- Contact the account manager to schedule an onsite upgrade or configuration service.
- Provide at least one technical contact with system administration responsibilities and appropriate levels of access and privileges to systems and information.
- Ensure that the systems and appropriate staff are available for the agreed upon service dates.
- Make available any system maintenance window as needed for preparation of equipment.
- Provide access to system and network as necessary to properly install the upgrade during normal business hours or at mutually agreed upon timeframes.
- Create and test a current backup of any existing data on affected storage systems.
- Respond to requests to work on issues and tasks that are not directly stated in this Statement of Work, but have a direct impact on the successful completion of this project.
- Inform Dell of any peripheral activities that may have influence, conflict or dependency on any upgrade activity.
- Provide advisory support as necessary.
- Provide network connectivity and access, as well as assume all responsibility for network performance and network configuration issues, as necessary.
- Be responsible for all network and fibre cabling, electrical and telephone connections, construction, and environmental issues, including IP addresses, as necessary.
- Be responsible for any business data and application testing.
- Other reasonable actions to enable Dell to provide assistance.

**Dell Responsibilities**

- Assign a single point of contact.
- Provide a qualified consultant to perform the upgrade.
- Conduct planning review (site preparedness) with customer and establish the upgrade schedule.
- Provide commercially reasonable efforts to meet schedule.
• Provide progress / status reports.
• Obtain customer feedback and signoff on upgrade
• Update the Configuration Guide and notify Enterprise Expert Centre of changes to customer software release.

**Program Components:** This service provides an on-site upgrade of firmware and software of an existing Dell | EMC Storage Area Network (SAN) to allow the customer to take advantage of new system features and enhanced performance. The scope of this service encompasses upgrading the firmware and software in a SAN configuration including updates to the Host Bus Adapter (HBA) firmware and OS drivers, Dell | EMC storage software (base code), Dell | EMC data management software modules (such as Navisphere Agent, Navisphere Manager, and Dell | EMC Fibre Channel Switch firmware). If new hardware (servers or storage) is being added to the SAN, this service also provides for adding these items into existing zone configurations. The service does not provide for zoning design or reconfiguration.

**Technical Account Management Service**

The TAM team service is a key component of the Gold Support providing customers with an expert-to-expert technical point of contact with Dell’s Enterprise Expert Centre. The TAM Team service was designed to provide Dell’s Gold customers with a more personal and expert level of support to help ensure greater uptime and increased success in resolving customer incidents. Customers will be assigned to a team, which provides regional support. The TAM team is responsible for overseeing the technical escalation process while Dell Enterprise Expert Centre engineers are working to resolve a Severity 1 or Severity 2 issue (see Severity definitions below). Service deliverables include both proactive and reactive support.

**Pro-Active:**
- Ensure Gold customer is enrolled to gain access to Dell|EMC PowerLink website

**Re-Active:**
- Immediate response for Severity 1 issues (24x7)
- Targeted response within 30 minutes for Severity 2 issues (24x7)
- Escalate issues within Dell to help ensure all service level agreements are met
- Produce Post Incident Report at the conclusion of all Severity 1 issues and take ownership of resulting Dell action items

**Reactive Incident Management Guidelines**

This section describes the Service Level Agreement (“SLA”) for each of the three Severity levels and the expected escalation process.

**Severity 1 Issues**

<table>
<thead>
<tr>
<th>Stage</th>
<th>Targeted Time Frame</th>
<th>TAM Team Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage I</td>
<td>15 minutes</td>
<td>1. Verify that issue is assigned and being worked. 2. Contact customer and explain plan 3. Be prepared to provide 30 minute updates</td>
</tr>
<tr>
<td>Stage II</td>
<td>4 Hours</td>
<td>1. Send 1st status email, update every 30 mins or as agreed with the customer. 2. Contact customer and agree to support plan</td>
</tr>
<tr>
<td>Stage III</td>
<td>6 Hours</td>
<td>1. Add Area Manager to status email 2. Send status email, with 30 minute updates or as agreed with the customer.</td>
</tr>
</tbody>
</table>
Stage IV 8 Hours
1. Add Service Director to status email 2. Send status email, with 30 minute updates or as agreed with the customer. 3. Contact customer and agree to support plan

Stage V 12 Hours
1. Add Service VP to status email 2. Send status email, with 30 minute updates or as agreed with the customer.

Severity 2 Issues

<table>
<thead>
<tr>
<th>Stage</th>
<th>Targeted Time Frame</th>
<th>TAM Team Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage I</td>
<td>30 Minutes</td>
<td>1. Verify that issue is assigned and being worked. 2. Contact customer and explain plan 3. Be prepared to provide hourly updates or as agreed with the customer.</td>
</tr>
<tr>
<td>Stage II</td>
<td>6 Hours</td>
<td>1. Send 1st status email, update hourly or as agreed with the customer. 2. Contact customer and agree to support plan 3. Dispatch Onsite Troubleshooting labour if no fix in sight (optional service, if purchased)</td>
</tr>
<tr>
<td>Stage III</td>
<td>12 Hours</td>
<td>1. Add Area Manager to status email 2. Send status email, update hourly or as agreed with the customer.</td>
</tr>
<tr>
<td>Stage IV</td>
<td>20 Hours</td>
<td>1. Add Service Director to status email 2. Send status email, continue to update hourly or as agreed with the customer. 3. Contact customer and agree to support plan</td>
</tr>
<tr>
<td>Stage V</td>
<td>30 Hours</td>
<td>1. Add Service VP to status email 2. Send status email, continue to update hourly or as agreed with the customer.</td>
</tr>
</tbody>
</table>

Severity 3 Issues

TAM Team member engaged only if issue cannot be resolved with standard escalation path

Automated Escalation Management
During the course of an incident, it may be necessary to send status reports to various concerned parties within Dell. By default these status emails are sent to:

- TAM Team Members, Gold Queue Manager,
- Any Assigned Engineers (Analyst or Senior Analyst) working the issue

Reporting

The TAM Team is responsible for providing Post Incident Reports (PIR) to the customer (after each Severity 1 issue). The PIR is sent by email and contains the following sections

- Executive Summary
- Incident Details
- Root Cause Analysis (when appropriate)
• Areas for Process Improvement
• Areas for Dell Improvement
• Areas for Customer Improvement

The TAM Team owns all Dell action items resulting from a PIR.

TAM Onsite Requirements
TAM team members are not normally expected to go to the customer site. All reporting is performed remotely. Requests for onsite visits by TAM team members are considered on a case-by-case basis by the Enterprise Expert Centre management and may result in additional costs to the customer.

Customer Responsibilities
• The customer is responsible for providing a primary contact point for the TAM team.

Customer Defined Call Priority

With this service, the customer assigns the priority of all calls: Down Server, Impaired Server or Inconvenience (Severity 1, Severity 2, or Severity 3). Each of these Severity levels has a defined response time, escalation path, and process predetermined by Dell (see definitions and escalation timelines below). The customer can assign a priority to either hardware or software calls. If the customer does not specify the Severity level, the incident defaults to Severity 3.

Severity definitions are as follows: Severity Level 1

<table>
<thead>
<tr>
<th>Customer’s situation</th>
<th>Examples</th>
<th>Dell Response</th>
<th>Customer Response</th>
</tr>
</thead>
</table>
| 1                                                                                   | • Customer has complete loss of a core or critical business process, work cannot reasonably continue | • Gold Queue troubleshoots the issue, engages experts, dispatches parts and labor as outlined below  
  • Immediate notification and engagement of TAM  
  • TAM begins and manages escalation process  
  • For Gold systems: immediate dispatch of Certified DSP engineer or EMC trained engineer when required to Resolve the issue. The DSP engineer or EMC trained technician is dispatched to customer site for onsite troubleshooting and repair  
  • For 4 or 2 hour Gold Systems: Replacement parts dispatched as soon as hardware failure identified  
  • Notification of Senior Executives at Dell  
  • Customer communications every 4 hours as a minimum (or as agreed) for updates/status  
  • Escalated to senior Expert Center engineer within 1 hour, if necessary  
  • 3rdparty vendor engaged if necessary as soon as issue is isolated to 3rdparty product  
  • Internal product engineering engaged if necessary within 2 hours                                                                 | • 24x7 allocation of appropriate resources to sustain continuous communication and work effort  
  • 24x7 access to and response from change control authority  
  • 24X7 access to facility locations  
  • Notification of senior executives at customer site  
  Note: Any customer deferral of service results in a drop from Severity 1 to Severity 2 |
Severity Level 2

<table>
<thead>
<tr>
<th>Customer’s situation</th>
<th>Examples</th>
<th>Dell Response</th>
<th>Required Customer Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Moderate to significant business impact</td>
<td>• Production systems or workgroup area down, but customer’s business can continue to operate</td>
<td>• Gold Queue troubleshoots the issue, engages experts, dispatches parts and labor as outlined below</td>
<td>• Allocation of appropriate resources to sustain continuous communication and work effort during business hours</td>
</tr>
<tr>
<td>• Work can reasonably continue in an impaired manner</td>
<td>• Server/storage system impaired or unstable</td>
<td>• Certified DSP engineer or EMC trained engineer (for 4hour systems) and replacement parts dispatched to customer site after phone-based troubleshooting and identification of hardware issue in accordance with the underlying service contract (4 hour or 2 hour response for Gold)</td>
<td>• Access to and response from change control authority within 4 business hours</td>
</tr>
<tr>
<td>• Customer cannot work the issue 24x7</td>
<td>• Chronic or intermittent failure placing future production at risk</td>
<td>• TAM engaged within 1 hour</td>
<td>• Management notification</td>
</tr>
<tr>
<td>• Customer has limited access to production data</td>
<td>• Critical business application significantly degraded or experiencing significant performance issues</td>
<td>TAM 1st call to customer in 90 minutes or less to discuss work plan for closure</td>
<td></td>
</tr>
<tr>
<td>• Effective and imminent workaround or resolution appears to be within standard support SLA’s</td>
<td>• Back-up environment at risk</td>
<td>• Continuous communication from TAM to customer every 4 hours (during business hours), after hours communication as agreed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Significant performance issues driven by system configuration</td>
<td>• Notification of Senior Managers at Dell.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Continuous effort during customer business hours, after hours work can be scheduled</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Escalated to product expert within 2 hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3rd party vendor engaged if necessary (when issue is isolated to 3rd party product)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Internal product engineering engaged if necessary within 4 hours</td>
<td></td>
</tr>
</tbody>
</table>
### Severity Level 3

<table>
<thead>
<tr>
<th>Customer’s situation</th>
<th>Examples</th>
<th>Dell Response</th>
<th>Required Customer Response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Minimal business impact</td>
<td>• Gold Queue troubleshoots the issue, engages experts, dispatches parts and labor as outlined below</td>
<td>• Accurate and updated contact information for case owner</td>
</tr>
<tr>
<td></td>
<td>• Customer’s business is substantially functioning with minor or no impediments of services.</td>
<td>• Certified DSP engineer or EMC trained engineer (for 4 hour systems) and replacement parts dispatched to customer site after phone-based troubleshooting and identification of hardware issue in accordance with the underlying service contract (4 hour or 2 hour response for Gold)</td>
<td>• Responses within 24 hours</td>
</tr>
<tr>
<td></td>
<td>• Needs initial attention within one business day</td>
<td></td>
<td>• Scheduled access to change control authority</td>
</tr>
<tr>
<td></td>
<td>• Routine Q&amp;A or project-oriented requests Immediate work around is available</td>
<td>• TAM typically not engaged (can be engaged if necessary)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• TAM communication to customer daily or less frequently as mutually agreed between customer and Dell</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Work effort during business hours only</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Escalated to product expert if necessary within one business day</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 3rd-party vendor engaged if necessary within one business day (if issue is isolated to the 3rd-party product)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Internal product engineering engaged if necessary within one business day</td>
<td></td>
</tr>
</tbody>
</table>

### Seamless Support

For those times when identifying the source of a technical problem is difficult, Dell provides Gold customers with a point of contact and a place to start the troubleshooting process. If the customer is unclear whether the issue lies with the operating system, the hardware, the database, or the application, the customer can contact Dell for help in isolating the problem. Through our agreements with several key 3rd party vendors, we can help Gold customers streamline problem resolution.

Once the issue has been isolated to the 3rd party product through phone-based troubleshooting, Dell contacts the 3rd party vendor (see list below). Once Dell reaches the 3rd party tech support organization, the Gold Queue technician will describe the troubleshooting results to date and will ask the 3rd party vendor to open an incident in their own problem tracking tool. For some vendors, or during busy call periods, the customer may receive a call back from the 3rd party vendor. Also, please note that some vendors offer support during business hours only. For products other than those on the Dell Supported Products List (see [http://www.dell.com/us/en/biz/services/service_directline_svc.htm](http://www.dell.com/us/en/biz/services/service_directline_svc.htm)), the customer must hold a valid support contract with the listed vendor to ensure proper entitlement. For example, customers need a valid contract with Microsoft for developer level support.

For Severity 1 issues, the TAM monitors the problem resolution process obtaining status and resolution plans from the vendor until the problem is closed. For Severity 2 and Severity 3 issues, Dell passes the incident to the 3rd party vendor (once the incident is isolated to the 3rd party product) and closes the case in our problems tracking tool. Once the incident is passed to the 3rd party, the vendor is fully responsible for problem resolution and should be contacted directly for updates and resolution.
Dell has agreements with and will attempt to contact only those vendors listed below:

- Microsoft Commerce Server
- Microsoft BizTalk Server
- Microsoft Applications Server
- Vignette V/5 CMS™
- Oracle8.x Database
- Oracle 8i Database Server
- Oracle9i Application Server
- Oracle iStore
- Veritas
- SAP
- Oracle

Summary of Seamless Support Service

<table>
<thead>
<tr>
<th>Is</th>
<th>Is Not</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Available to Gold customers</strong></td>
<td><strong>Available to Bronze and Silver customers</strong></td>
</tr>
<tr>
<td>A service that allows customers to call Dell when the customer is not sure whether the problem is with the Dell product or a 3rd party product. The Gold Support technician will isolate the problem, and engage the 3rd party vendor if the problem is with the 3rd party vendor product.</td>
<td>A service that provides the customer a single point of contact for all 3rd party product issues. The customer should directly engage the 3rd party vendor if the issue is already identified as 3rd party vendor problem to speed the issue resolution.</td>
</tr>
<tr>
<td>Limited to the vendors and products listed above</td>
<td>Offered for all 3rd party vendors and products used with Dell Servers and Storage systems</td>
</tr>
<tr>
<td>An enhancement to Dell’s existing Gold support model</td>
<td>A replacement for a 3rd party support contracts or advanced software support resolution packs</td>
</tr>
<tr>
<td>Managed by the Dell TAM for Severity 1 issues</td>
<td>Managed by Dell Severity 4 for Severity 2, Severity 3 or</td>
</tr>
<tr>
<td>A process that enhances the customer’s existing support agreement with 3rd party vendors</td>
<td>A process that upgrades or replaces a customer’s existing support agreement with a 3rd party vendor</td>
</tr>
<tr>
<td>Issue owned by the 3rd party vendor once the 3rd party vendor is engaged</td>
<td>Issue owned by Dell and open in Dell’s case management system once the 3rd party is engaged</td>
</tr>
</tbody>
</table>

**Customer Responsibilities**

- Directly contact the 3rd party vendor (rather than Dell) if the issue is clearly isolated to the vendor’s product
- Ensure software application or third party hardware is set up in a validated state
- Ensure appropriate support agreement with the 3rd party vendor is valid and current, if required
- Provide all relevant material on server / storage configuration
- Provide a knowledgeable engineer to help troubleshoot issue

**Dell Responsibilities**

- Provide a certified engineer with expertise in isolating the software and hardware concerns of the customer.
- Escalate to listed 3rd party vendor once the issue is isolated to the 3rd party product
Remote Monitoring

The remote monitoring service enables the customer’s systems to automatically forward hardware faults to the Dell Enterprise Expert Centre for immediate issue creation and response.

For Dell|EMC systems, an email alert is sent directly to Dell technicians who will work to diagnose the problem, resolve or dispatch either parts and/or technicians to the customer site for proactive repair.

If the customer has the Dell On-site Engineer service, the engineer will be notified for management of the proactive service call.

Customer Responsibilities:
- Without limitation, provide properly formatted email alerts to Dell’s Enterprise Expert Centre team (all email alerts are defaulted to Severity 3).

Dell’s Responsibilities:
- Dell will provide an email box to receive alerts from monitored systems (email alerts are defaulted to Severity 3)
- When an alert is received, Dell will call the customer to verify the alert and create an incident record with an assigned Severity level based upon the content of the alert
- Once an incident record is created it is managed based upon Severity level escalations

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation</td>
<td>Implemented via email notification and remote SAN control Utilizing the Navisphere Event Monitor to trigger event notifications.</td>
</tr>
<tr>
<td>Remote Control</td>
<td>Remote control access via Dell designated tools.</td>
</tr>
<tr>
<td>Cost</td>
<td>No additional costs. Included as part of the standard Premier Enterprise Support Services Gold support plan. No additional hardware (monitor PC or workstation) is required.</td>
</tr>
<tr>
<td>Speed Security</td>
<td>Operates at Internet access speed (Typically 1.5 mbps or greater). Customer controlled access security. Requires customer to explicitly grant access prior to remotely controlling the customer SAN.</td>
</tr>
<tr>
<td>Response Time</td>
<td>Email notifications are monitored 7x24 by Gold level storage technicians.</td>
</tr>
</tbody>
</table>

There are seven event categories that can be individually configured to trigger an alert notification message. During a SAN implementation, all seven categories of alerts will be configured to send a notification for all error conditions.

- Storage System Events - Events occurring within the storage system and reported by the storage processor
- Storage Processor State - Storage system fault status
- Network Events - Events occurring while the monitor service attempts to monitor a remote agent
- Navisphere Application Events - Events detected by the Navisphere agent or application software
- JBOD (DAE) Events - Events for a JBOD (DAE) storage system
- HBA Events - Events occurring when the connection path from the server to the storage system is faulty
- Integrator Events - Events designed to keep the state of arrays up to date.

Each of these events can be configured to generate a notification based on four different levels of criticality:
• Critical errors only
• All error conditions
• All error conditions and warnings
• All errors, warnings and informational messages

Dell - Event Monitor Email Notifications
Navisphere Event Monitor is configured to poll for errors in the SP logs. When these errors are detected, they are emailed directly to the Dell Enterprise Expert Centre over SMTP port 25. The alert emails can be sent to more than one email address if desired. This enables not only the Dell Enterprise Expert Centre to be notified but also any other email addressable location including many mobile phones. The content of these emails include: the array serial number, the error code and description and predefined customer information. The default customer information includes primary and secondary contact names and phone numbers, but can also include any additional information the customer wishes to add. The errors that are monitored can be configured as well as the polling interval.

These alert emails are monitored 24x7 by the Gold level storage technicians. Any errors that occur are researched and the customer is contacted to reach problem resolution. The advantage of this solution is that it uses software that is included with the Navisphere suite. The configuration is relatively easy, and only requires an SMTP server somewhere on the customer’s network.

Customer’s responsibilities:

• Provide a knowledgeable person at their server’s site to perform the required activities
• Provide, when required, a functioning client system on the same network as the server.
• Before contacting Dell, please have the following information available - model number, tag number, date of purchase, description of the problem and any error codes.
• Be available at the customer site to receive engineer and parts
• Be responsible for parts received until given to the engineer
• Other reasonable actions to enable to Dell to provide assistance
• Customer is required to notify their Regional Support Centre that the system is being moved and must provide the new location address. The tag transfer process must be followed, as detailed on the attached.
• Provide Dell with full, safe and prompt access to the system(s)
• Provide a technically competent person with knowledge of the system and fault to be present throughout the repair
• Ensure the system is in an easily accessible location with adequate space, health and safety conditions
• Make available to Dell, free of charge, all facilities and services reasonably required by Dell to enable Dell properly to provide the services
• Provide such telecommunication facilities as are reasonably required by Dell for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer’s expense
• Keep full security copies of any software and data in accordance with best computing practice and in any case before requesting services from Dell
• Be responsible for recovering their own application software after any such services have been provided

Software/Data Backup. It is the Customer’s responsibility to complete a backup of all existing data, software, and programs on Supported Systems prior to Dell arriving at the location to deliver this service. DELL WILL NOT BE RESPONSIBLE FOR LOSS OF OR RECOVERY OF DATA, PROGRAMS, OR LOSS OF USE OF YOUR COMPUTER OR NETWORK SYSTEM.

Access Rights. Customer represents and warrants to Dell that Customer has obtained permission for both Customer and Dell to access and use the Supported System, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If you do not already have that permission, it is Customer’s responsibility to obtain it, at your expense, before you ask Dell to perform these Services.

Cooperate with the technician. Customer agrees to cooperate with and follow the instructions provided by Dell. 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 technician. Listen carefully to the technician and follow the technician’s suggestions.
**On-Site Access.** Where Services require on-site response, Customer agrees to provide free, safe and sufficient access to your facilities and the Supported System(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. Where any of these requirements are lacking, Dell is not obligated to provide on-site Service.

**Location.** The Services referenced within this Service Description will be delivered to the site(s) indicated on your invoice.

**System Relocation.** Customer agrees to provide Dell with at least thirty (30) days written notice prior to relocating a Supported System. Some Services are not available at all locations. Dell’s obligation to supply the Services to a relocated Supported System is subject to local availability and may be subject to additional fees, and to inspection and recertification of the relocated Supported Systems at Dell’s then current time and materials consulting rates.

- Gold Support cannot be transferred into or out of the Asia Pacific Countries and can only be purchased in the destination region. ([http://www.dell.com/ap/services](http://www.dell.com/ap/services))
- Gold Support may only be continued on Gold Supported systems that are moved to another location within Asia Pacific as long as the new location is within a 7x24 4-hour onsite response area.
- Customer is required to verify 4-hour response availability in the new location by contacting their Dell sales representative.
- Customer is required to notify the Gold Queue (via phone or email) that the system is being moved and must provide the new location address.
- Service reverts to a one-year parts-only cover if the system is relocated to a Dell indirect country and may not be available, may change, or may be chargeable if the system is relocated from a Dell indirect country. In direct locations can be found at [http://www.dell.com/downloads/ap/services/indirect.pdf](http://www.dell.com/downloads/ap/services/indirect.pdf)

**Supported Releases.** Customer must maintain software and Supported System(s) at Dell-specified minimum release levels or configuration specified on the original product invoice. Customer must install remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep Supported System(s) eligible for these Gold Support Services.

**Third Party Warranties.** These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturer’s warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. It is the Customer’s responsibility to ensure that Dell’s performance of these Services does not affect your hardware or software warranties or, if it does, that the effect will be acceptable to you.

**Compliance with Terms and Conditions.** In order to receive the Services, Customer must comply with all terms and conditions set forth in this Service Description.

**Additional information:**

**Whole Unit Replacement.** If the telephone technician determines that the defective unit is one that is easily disconnected and reconnected, such as a keyboard or monitor, or if the technician determines that the Supported System is one that should be replaced as a whole unit, Dell reserves the right to send you a whole replacement unit. If a service technician delivers the replacement unit to you in person, you must relinquish the defective unit to the service technician. If you do not relinquish the defective unit to the service technician as required above, or if (in the event the replacement unit was not delivered in person by a service technician) the defective unit is not returned within ten (10) days, you agree to pay Dell for the replacement unit upon receipt of invoice. Failure to honor the invoice within ten (10) days after receipt will cause the cancellation of this Service Description Agreement and may result in other legal steps.

**Parts Ownership.** All service parts removed from your Supported System become the property of Dell. You will be obligated to pay at the current retail price(s) for any service parts removed from your Supported System and retained by you. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs.

**Parts Stocked.** Based on our experience, we have stocked parts in various locations throughout the United States and other regions of the world. Selected parts may not be stocked in the location closest to your site. If a part that is needed to repair your Supported System has to come from another location, it will be shipped using overnight delivery.

In addition to those items specified in Dell’s Gold Support Terms and Conditions, Dell service does not cover damage caused by:
• Use of components or software not supplied by Dell
• Unsupported changes to configuration
• Relocation or transportation
• Servicing not authorised by Dell
• Usage not in accordance with product instructions
• Failure to perform required preventative maintenance
• Unreasonable or excessive use
• Accidental or malicious damage
• Environmental conditions
• Act of God, fire, flood, act of violence or any similar occurrence
• Transfer of data or software
• Viruses

**Gold Support Optional**

**Customer-Owned Spares Kit**

The customer manages the onsite spares for use by an onsite technician (or their own trained staff). Dell will provide recommendations based on the customer's installation and accompany this with custom pricing. The customer can choose to purchase all parts on the Recommended Spares List or can choose to purchase a subset of the list based upon the customer's individual needs. The customer is responsible for material quality controls, planning, inventory management, logistics and holding expenses. Customer-owned parts are replenished by contacting Dell's Enterprise Expert Centre. Dell will provide Next Business Day replenishment of onsite spares.

- Replenished parts may be the same or equivalent parts
- Parts may be new or refurbished parts in accordance with industry practice
- This service is required for customers who do not fall within a 4-hour parts dispatch radius

**Customer Responsibilities:**

- Without limitation, Customer will be responsible for inventory ownership, inventory management, planning; warehousing and security/controls of spares and will monitor inventory consumption and replenishment.

**Dell’s Responsibilities:**

- Dell will develop a Recommended Spares List to be stocked at the customer site commensurate with the installed base requirements
- Dell provides capability for customer to order required parts via Enterprise Expert Centre. Dell replaces defective parts according to the following:
  - Replenished parts may be the same or equivalent parts
  - Parts may be new or refurbished parts in accordance with industry practice
- Dell will endeavour to provide Next Business Day stock replenishment

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](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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