Service Description

EDT Basic Server Installation Service - Includes Rack Mounting

Service SKUs

See Appendix A

Service Overview

Designed for customers who require their new Dell server to be unboxed and installed with the minimum amount of disruption to their working environment. This service includes the connectivity of the Dell PowerEdge Servers into an existing network, connection of peripherals, and verification of factory installed NOS functionality.

Key Service Steps

• Provide cable tie for tidying cables
• Provide label sticker for label the cables
• Verify receipt and condition of all boxes and components, customer physical site and power availability is adequate.
• Unpack systems and components
• Determine the customer requirements for rack-mount of the Dell product including cable arrangement. Verify that the customer has available any necessary attachment hardware and/or rack accessories.
• Prepare to rack-mount the Server / Storage product:
  1. If required, unpack the product to be rack-mounted, including any rack attachment hardware.
  2. If a previously installed product is to be mounted into a rack, ensure that the customer has powered down the system, then disconnect and label any attached cables and power cords.
  3. If a product is to be removed from another rack position and re-mounted, remove the product from its existing rack location, and inspect the rack attachment hardware mounted to the product.
  4. If required, attach rack-mount hardware to enable rack-mount of the Dell product.
• Install one additional PDU in the rack, if required.
• Mount the Dell PowerEdge server or PowerVault storage product into the rack.
• Connect any cables to the product and any power cord(s) to the designated power.
• Label and connect cables to the product and any power cord(s) to the designated power.
• Organize and tidy cable with cable tie in an appropriate
• Check and verify the proper firmware/BIOS revisions are in the systems, server motherboard, and PERC controllers.
• Set-up and connect keyboard, monitor, and mouse.
• Power on the system and allow the factory installed Network Operating System (NOS) to fully load or if required install the Network Operating System using the NOS CD provided by the customer.
• Configure the NIC (if any) to connect to the existing network.
• Verify that the system can be seen by other systems in the existing network
• If any errors occur, contact Dell Technical Support for further troubleshooting.
• Remove all packaging to a customer-designated area within the facility.
• Install is complete when Customer approves & signs completion form.

Customer's Responsibilities

• All equipment to be installed must be located in the desk area in which the installation will take place, which must be a safe working environment, and have sufficient space and power outlets to perform the service.
• When installing a Network Operating System (NOS) the customer is responsible to ensure a licensed copy of the NOS CD is available.
• The customer must explain to the service engineer where the system packaging will be removed to (within the same building where the installation has taken place).
• It is the customer's responsibility to properly shut down any system that is to be repositioned.
• The customer must ensure that the required power outlets have been installed.
• This service does not include installation of products nor application activity not specifically mentioned in this document.
• This service does not include installation of a Dell Rack.
• It is the customer’s responsibility to purchase or provide rack attachment kits, Power Distribution Units (PDUs), or other rack accessories needed to complete this service

Not Included with this Service

• Configuration of a Network Operating System beyond what is listed above.
• Advanced configuration, for example, DNS configuration, DHCP configuration, Active Directory services, and WINS

Customer Data Backup Responsibilities

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

Terms & Conditions Overview

This agreement ("Agreement" or "Service Description") is made between the customer ("you" or "Customer") and the Dell entity indentified on Customer's invoice. For purposes of this Agreement the term "Dell" shall mean Dell Marketing L.P. or, if applicable, the Dell entity identified on Customer's invoice. By purchasing these Services (as defined herein) from Dell, Customer agrees to be bound by all terms and conditions set forth in this document. Customer agrees that renewing, modifying, extending or continuing to utilize the Services beyond the initial term is subject to the then-current Service Description available for review at www.dell.com/servicecontracts.

• CMSA [This section is applicable to Customers located within the Asia Pacific and Japan region ("APJ").] This Service is provided pursuant to Customer’s separate signed master services agreement with Dell or, in the absence of such agreement, Dell's Customer Master Services Agreement ("CMSA"), which can be obtained at www.Dell.com/ServiceContracts and is hereby incorporated by reference in its entirety herein. If Customer purchased this Service (as defined herein) from a party other than Dell, such as a reseller, these terms are applicable pursuant to Customer’s agreement with that third party.

• Direct Purchasers & End Users Who Purchase Dell Services from a Reseller. This Service is provided in connection with Customer's separate signed master services agreement with Dell or, in the absence of such agreement, Dell's standard Customer Master Services Agreement ("CMSA"), which can be obtained at www.dell.com/servicecontracts and incorporated by reference in its entirety herein.

• PartnerDirect Registered or Certified Partners and Resellers. This Service is provided for resale by its authorized resellers in connection with Dell's Terms and Conditions of Sale for Persons or Entities Purchasing to Resell, which can be obtained at www.dell.com/servicecontracts and incorporated by reference in its entirety herein.

• Dell Services License Agreement & Acceptable Use Policy. Use of hosted software services, subscription services and software tools by Customer (including anyone authorized by Customer to use the Services), a Dell authorized reseller or managed service provider in connection with this Agreement is pursuant to additional terms of use (including acceptable usage policies) available at www.dell.com/AUP and incorporated by reference in its entirety herein.

Important Additional Information

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

B. Cancellation. Subject to the applicable product return or services cancellation policy for Customer's geographic location and except as provided under this section (or, in the event it is expressly provided by an applicable state/country/province law which may not be varied by agreement), Customer may not cancel this Service. Where a cancellation period is reflected on Customer invoice or is expressly defined as the Service term, Customer may terminate this Service within such period by providing Dell with written notice of cancellation. A cancellation period may be defined by the number of days (or weeks or months as applicable) of Customer's receipt of the Supported Product. If Customer cancels this Service within such period, Dell will send Customer a full refund less the costs of support claims, if any, made under this Service Description. However, if that period has transpired since Customer's receipt of the Supported Product, Customer may not cancel this Service except as provided by an applicable state/country/province law which may not be varied by agreement.
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 any terms and conditions set forth in this Service Description.

In addition, Dell may cancel this Service where no Service term is provided on Customer invoice. 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 applicable state/country/province 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.

C. Rescheduling. Once this service has been scheduled, any changes to the schedule must be made within a defined number of days (as defined by the Project Manager) prior to the schedule date. If Customer reschedules this Service within that timeframe, there will be a rescheduling fee based on resource allocation made under this Service Description. If Customer fails to pay the rescheduling fee, Dell will cancel this service and send Customer a full refund less the fee.

D. Post Installation Support. Customer must contact the project manager or Dell sales representative for any queries or concerns about this Service within 10 business days after the completion (Customer signoff) of this Service. If Dell determines that there is an issue resulting from this Service, Dell will use all reasonable means necessary to resolve the issue at no additional cost to Customer. Any queries or concerns after this 10 day time period should be directed to Dell Technical Support department directly; please reference your invoice for warranty contract and contact information.

E. Support Limitations. 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.

F. Service Parts Ownership. All Dell service parts removed from the Supported Product and returned to Dell become the property of Dell. Customer must pay Dell at the current retail price(s) for any service parts removed from the System and retained by Customer (except for hard drives from systems covered by Keep Your Hard Drive service) if Customer has received replacement parts from Dell. Dell uses new and reconditioned parts made by various manufacturers in performing warranty repairs.

G. 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.

H. Term and Renewal. Customer will receive Services for the term indicated on Customer's invoice (“Service term”). Prior to the expiration of the service term, Customer may be entitled to extend the term depending on available options then in effect and in accordance with Dell's then-current procedures. If no term is indicated on Customer invoice, this Service will expire on the date on which the Customer’s use of the Supported Product begins.
## Appendix A
### Service SKUs

#### Americas

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<th>Legend</th>
<th>SKU #</th>
<th>Description</th>
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#### APJ

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<td>EDT Basic Server Installation Service; Includes Rack Mounting</td>
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<tr>
<td>ISBRACK</td>
<td>DXPOP91SP-EA0248-ALL</td>
<td>EDT Basic Server Installation Service; Includes Rack Mounting</td>
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<tr>
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<td>DXPOP91SP-EA0249-ALL</td>
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## Appendix B

### Exceptions to Dell Business Hours

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<thead>
<tr>
<th>Country</th>
<th>Dell Business Hours</th>
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<tbody>
<tr>
<td>St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean</td>
<td>7:00 AM to 4:00 PM</td>
</tr>
<tr>
<td>Barbados, Bahamas, Belize, Costa Rica, El Salvador, Gran Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos</td>
<td>8:00 AM to 5:00 PM</td>
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<tr>
<td>Australia, Bermuda, China, Haiti, Hong Kong, India, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand</td>
<td>9:00 AM to 5:00 PM</td>
</tr>
<tr>
<td>Argentina, Paraguay, Uruguay</td>
<td>9:00 AM to 6:00 PM</td>
</tr>
<tr>
<td>Bolivia, Chile</td>
<td>9:00 AM to 7:00 PM</td>
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