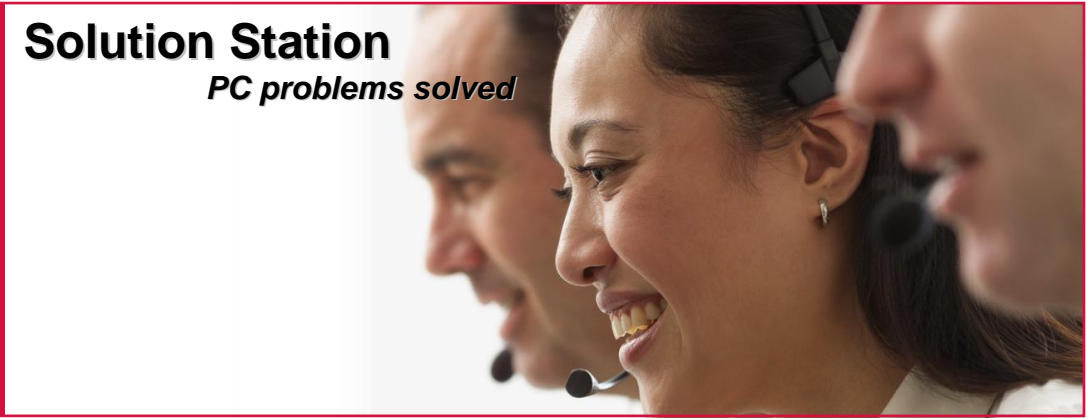


OnCall Service



Stop struggling with your PC – let Solution Station's friendly experts help you conveniently and hassle-free.

We can support you over the telephone or, if you prefer, send a Service Agent to visit you in the comfort of your own home or office available as a separate service called Home Assistance.

Solution Station provides comprehensive expert assistance for your most common technology issues and questions. We will help you with your PC and a wide range of technology and software products. This convenient service leverages our 22 years of experience in solving technology problems. If it just won't work or you can't figure out how to do something simply call us. No problem is too big or too small.

OnCall Service is our support over the telephone. This new service is available to complement our traditional hardware technical support. It is designed to help you get the most from your PC and all the other devices and software you use with it.

At a glance:

- Trusted expert solution for your most common technology issues and questions
- Seamless integration to OnSite¹ Service Agents if you want
- Able to use remote takeover technology for easy rapid assistance
- Pay-as-you-go advice and help from as little as RM46*

How does this benefit me?

- One telephone call can help with a wide variety of Dell™ branded hardware and software issues
- Prices are fixed and transparent for the help you need – no nasty surprises
- Telephone lines open 24 hours a day, 7 days a week all year round.
- Whether it's setting up a wireless network, virus removal, printing your digital photos, or backing up your precious memories, the trusted experts at Solution Station are your one-stop technology solution
- To save you time and effort, we can utilise the new DellConnect™ technology that allows us to take control of your system (with your permission) over a broadband connection, to identify and resolve your issue
- If you prefer service delivered on-site¹ – no problem we can provide that too
- Solution Station Service Agents will stay with you until you are satisfied your problem is solved

What will Solution Station do?

Solution Station's Service Agents will provide telephone assistance, utilising the DellConnect remote connection tool as required. We can solve the vast majority of problems conveniently over the phone. If you desire service in your home or business, they can book a visit from one of our Service Agents.

Our service agent will remain with you throughout the process until you are satisfied your problem has been solved.

OnCall is available 24 hours a day, 7 days a week all year round. If you prefer to have a Service Agent to visit you in the comfort of your own home, that is also available as a separate service called Home Assistance. In the unlikely event we are unable to arrive at your home within the agreed timeslot we will call you on the day and reschedule the visit.

What happens next?

1. Contact Solution Station via the telephone
2. We understand the problem and propose a suitable service
3. Choose if you want help and advice over the telephone or in the comfort of your own home
4. Telephone based support and advice available immediately
5. If you require Service Agents to be on-site¹, this can be arranged within 24 hours most of the time





Examples of things we can give you advice on

- How to set-up and use anti-virus software
- Deleting/installing software applications
- Downloading or copying digital music to your PC or MP3 device
- Managing your email
 - attaching a picture
 - creating a folder
 - automating standard tasks
- Common application questions, such as: how to change fonts or insert a Clipart picture in Microsoft® Word®
- *Plus much more..*

Examples of things we can help you with

- Security problems (virus and Spyware)
- Operating system crashes
- Backing up your data, photos and music to CD/DVD or external backup device
- Home/office network and wireless installation connectivity, questions or problems
- Hardware and software compatibility issues; driver and Firmware updates
- *Plus much more...*

How do I order?

This service can be purchased at any time by simply ringing Solution Station on 1800 88 1304. There are two set prices for phone support. These are related to the length of time our experience shows it will take to help or advise you. The level of charge is agreed before service begins so you know in advance. It is fixed so we won't charge you more. If you prefer to have a Service Agent visit you, Solution Station can do that too, all our services are available on-site.

Services	Single Incident
Solution Station Single Incident	RM 28*
Service Agents on-site visit	From RM 147*

Call us on **1800 88 1304** to solve your PC problems and ask one of our Service Agents to help you find the right solution for you.

Available Related Services?

Through Solution Station support centre or our Service Agents we can also provide the following additional services for a small fee:

- Improve your system performance with 'PC Optimisation with Virus and Spyware Removal Service'
- Don't struggle to get your wireless broadband working correctly – utilise the 'Secure Wireless Network Installation Service'
- Want to upgrade your Operating System and still maintain your data and settings? Then try our 'Operating System Premium Reinstallation Service'
- Need to add more memory, larger hard drive, upgrade your software application, or add a printer? The 'System Upgrade or Peripheral Software Installation Service' is what you need
- Is your system dead or not functioning correctly and you don't have the time to spend diagnosing via the telephone? Then our 'Home Assistance Service' is what you need

All these and more are available with one call to Solution Station on **1800 88 1304**.

Call 1800 88 1304 or visit www.dell.com.my/SolutionStation



What do I need to do?

- You will need to be by your PC to enable us to trouble shoot
- Please be prepared to provide a credit card payment
- Provide Solution Station with phone numbers where you can be reached and the brand and model numbers of all the technology products (eg your Dell PC, software or peripherals) you need assistance with
- If you need us to install / upgrade software you can provide the Service Agent with legally licensed copies of any software you want installed on the new system
- An operational broadband connection is not required, but will expedite your service experience by allowing us to use DellConnect and speed up any downloads

What is not included?

- Support for non-Microsoft® Operating Systems
- System performance tuning / annual check ups.
- Operating System upgrades – again these can be time consuming and complex and are available for a separate fee through Solution Station.
- Hardware parts – unless covered by a Dell hardware service contract
- Hardware repairs and parts for non-Dell equipment
- For Dell hardware warranty issues, you will be seamlessly transferred to the appropriate Dell Service Agents. As always, valid warranty support is no-cost to you
- Scripting, programming, database design or web development
- Support on software that is older than 5 years

What is this document?

As this document forms part of your agreement with us, it is very important that you ensure you understand its content and the service which is being offered. It should be read together with Dell's Terms & Conditions of Sales & Service which are available online at www.dell.com.my or upon request and which provide you with important information on your rights and other matters. You can find all Solution Station, product and service offerings online through: www.dell.com.my/SolutionStation

* Pricing, specifications and availability are subject to change without notice.

¹ Subject to geographical restrictions (on site service not available in some locations) and terms of service contract. Service timing dependent upon time of day call placed to Dell.

Service specifications are valid in Malaysia only as specified herein and subject to change without notice. This document has been prepared as a description guide of Solution Station's OnCall Service. 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. Dell will not accept liability for losses arising from but not limited to: 1-Data or information loss caused by failing to back up data. It is your responsibility to back-up data, therefore please ensure that you have backed up data properly in advance of arrival of the service agents : 2-Virus damage: 3 -User inflicted problems such as those caused by failure to read &/or follow user instructions provided in writing or orally by the service agents.

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