Remote Implementation of a Microsoft Exchange Server

Introduction to your service agreement

This service provides for the remote installation of Microsoft® Exchange 2003 or higher (the “Supported Product” or “Supported Products”) onto a single Dell PowerEdge™ server, as set forth more specifically in this Service Description (the “Service” or “Services”). This Service allows Dell Customers who will be performing the physical installation to work remotely with Dell by phone and secure internet access (except where prohibited by law). This Service is only available for Customer’s configurations that meet the following requirements:

- The desired configuration must meet the vendor’s system minimum requirements for hardware and software configuration (such as service pack/kernel and BIOS); and
- Customer must have a valid Dell hardware support contract on all of the Supported Products.

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 coordinator.

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 below) or, in the absence of such agreement, Dell’s terms of sale applicable to commercial customers, which is available at www.Dell.com (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

• Planning and Design:
  1. Ensure that the Customer reviews, accepts, and abides by the terms and conditions of this Service Description.
  2. Review and obtain the site technical requirements with the Customer.
  3. Verify that the desired configuration meets the minimum hardware and software requirements.
  4. Create a valid design based on the Customer’s hardware configuration.

• Implementation and Testing:
  1. Phone based assistance completing setup of server to allow remote access via remote access tool (except where prohibited by law).
  2. Configure Network IP and Gateway provided by Customer.
  3. Extend Active Directory Schema to support new Exchange objects.
  4. Complete install Of Exchange from media provided by Customer.
  5. Apply Windows® and Exchange updates, as needed.
  6. Configure port forwarding rules on firewall to forward ports 25, 80, 443,143,110 (if necessary).
  7. Exchange Configuration:
     a. Configure Send and Receive connectors.
     b. Generate Unified Certificate request.
     c. Install Unified Certificate, if purchased by the Customer from third party vendor.
     d. Enable Outlook® Anywhere, POP3, and IMAP, as needed.
     e. Test internal mail flow from client connected to domain
     f. Test Internal Outlook Web access functionality (OWA).
     g. Test Outlook client connectivity for up to 5 clients.
     h. Test email flow to a Dell.com user.

• Product Awareness:
  1. Conduct a brief product orientation session and review the associated documentation with the Customer. This overview does not replace any available Dell education courses for this product.

• Project Closeout:
  1. Provide documentation to Customer, reflecting the Services performed.
  2. Obtain Customer acknowledgment of the Services performed.

Excluded Services

• Performance tuning, system optimization, scripting, or other similar activities.
• Configuration of external storage.
• Any Ethernet switch configurations, such as virtual local area network (“VLAN”).
• Clustering.
• Installation or configuration of applications other than core OS and Microsoft Exchange 2003 or higher.
• Any on-site activities or physical installation of any device such as servers, host bus adapter (“HBA”s), storage arrays, uninterruptible power supplies (“UPS”s), or switches.
• Training.
• Any activities involving Microsoft Small Business Server ("SBS").
• Remote administration.
• Installation (or re-installation) of OS from CD.
• Installation or configuration of any 3rd party applications, such as anti-virus, anti-spam, or backup applications.
• Configuration of non-supported versions of Outlook, such as Entourage or earlier versions of Outlook.
• Configuration of mobile devices.
• Public DNS registration.
• Data or software migration outside of Exchange mailboxes or public folders.
• Advanced Outlook configuration such as mailboxes rules, custom folders, or multiple mailbox configurations.
• Any Directory Services activities other than those specified in this Service Description.
• Any activities other than those specifically noted in this Service Description.

Service specific Customer responsibilities

• Site readiness:
  1. Make changes to OS or applications that have any non-default settings and configurations.
  2. Provide all related software media for applications that will need to be installed on the new server.
  3. Ensure that all applicable software titles have proper licenses prior to the delivery of this Service.
  4. Ensure that the source server is functional with no major system alerts/faults present and have no damage to the disks.
  5. Provide at least 100Mb per second Ethernet network speed.
  6. Provide high-speed Internet access of at least 467Kb per second upload and download speeds.
  7. Ensure the entire storage solution (servers, storage devices, operating systems, software, and interconnects) are at least at the minimum supported revision levels for hardware, software and firmware per the Dell support matrices. If an upgrade is required, the Customer must ensure this is completed prior to the commencement of this Service.
Terms and conditions about your Service

1 Supported products

This Service is available on select Dell OptiPlex™, Latitude™, Precision™, Vostro™, PowerEdge™, PowerEdge SC™, PowerVault™, PowerConnect™, Dell EqualLogic™, Dell | EMC Storage Systems™ 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-accepted 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 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.

B 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.

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

D 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 by 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.

E 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.

F 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

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<thead>
<tr>
<th>US SKU</th>
<th>Description</th>
<th>Partner</th>
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<tbody>
<tr>
<td>923-2689</td>
<td>Remote Implementation of a Microsoft Exchange Server (to schedule, email <a href="mailto:US_Remote_Services@dell.com">US_Remote_Services@dell.com</a>)</td>
<td>EEC</td>
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<td>Remote Implementation of a Microsoft Exchange Server (to schedule, email <a href="mailto:AI_EEC_Remote_Services@dell.com">AI_EEC_Remote_Services@dell.com</a>)</td>
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<td>683-17485</td>
<td>Remote Implementation of a Microsoft Exchange Server (to schedule, email <a href="mailto:ANZ_Rmote_Services@dell.com">ANZ_Rmote_Services@dell.com</a>)</td>
<td>EEC</td>
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### Appendix B

**Exceptions to Dell business hours**

<table>
<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>
</tr>
<tr>
<td>Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand</td>
<td>9:00 AM to 5:00 PM</td>
</tr>
<tr>
<td>Argentina, India, 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>
</tr>
</tbody>
</table>