

# DELL EMC

## Service Description

### Dell EMC ProSupport Plus

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#### Introduction

Dell EMC<sup>1</sup> is pleased to provide Dell EMC ProSupport Plus (the “**Service(s)**” or “**Support Services**”) in accordance with this Service Description (“**Service Description**”). Your quote from Dell EMC (the “**Quote**”) will include the name of the Products, applicable Services and related options, if any. For additional assistance, or to request a copy of your governing agreement applicable to the Services (the “**Agreement**”), contact your Dell EMC sales representative. For a copy of your agreement with your applicable Dell EMC reseller, contact that reseller.

#### The Scope of This Service

The features of this Service include:

- Access on a 24x7 basis (including holidays)<sup>2</sup> to a senior level Dell EMC technical support resource from the Dell EMC Customer Service and Support organization for troubleshooting assistance of Products as detailed in **Attachment A**.  
On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site or other Customer business location approved by Dell EMC as detailed in the Agreement (as necessary and according to support option purchased) to address a Product problem. Refer to **Attachment A** for more details on severity levels and onsite service options.
- Access to a remote Technology Service Manager (TSM) as specified in **Attachment A**.

In the event of a conflict between this document and an Attachment, the terms in the Attachment govern.

#### How to Contact Dell EMC if You Require Service

**Online, Chat, and Email Support:** Dell EMC website, chat, and email support available at [www.Support.Dell.com](http://www.Support.Dell.com) and <https://support.emc.com/> as applicable.

**Telephone Support Requests:** Available on a 24x7 basis (including holidays). Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in the applicable Attachment. Visit [www.Dell.com/ProSupport/RegionalContacts](http://www.Dell.com/ProSupport/RegionalContacts) and <https://support.emc.com> (as applicable) for a list of applicable telephone numbers for your location.

#### Collaborative Assistance

If a Customer opens a service request and Dell EMC determines that the problem arises with an eligible third-party vendor’s products commonly utilized in conjunction with Products covered by a current Dell EMC warranty or maintenance contract, Dell EMC will endeavor to provide Collaborative Assistance under which Dell EMC: (i) serves as a single point of contact until the problems are isolated; (ii) contacts the third-party vendor; (iii) provides problem documentation; and (iv) continues to monitor the problem and obtain status and resolution plans from the vendor (where reasonably possible).

To be eligible for Collaborative Assistance, Customer must have the appropriate active support agreements and entitlements directly with the respective third-party vendor and Dell EMC or an authorized Dell EMC reseller. Once isolated and reported, the third-party vendor is solely responsible to provide all support, technical and otherwise, in connection with resolution of the Customer’s problem. **DELL EMC IS NOT RESPONSIBLE FOR THE PERFORMANCE OF OTHER VENDORS’ PRODUCTS OR SERVICES.** View current Collaborative Assistance partners at <http://www.dell.com/learn/us/en/555/shared-content~services~en/documents~prosupport-collaborative-software-assistance-list-enterprise-and-end-user.pdf> and <https://support.emc.com/docu85596> , as applicable. Please note that supported third-party products may change at any time without notice to Customers.

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<sup>1</sup> “Dell EMC”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell Quote and the applicable EMC sales entity (“EMC”) specified on your EMC Quote. The use of “Dell EMC” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.

<sup>2</sup> Availability varies by country. Contact your sales representative for more information.

## Attachment A

### Dell EMC ProSupport Plus for EMC Products<sup>3</sup>

The following chart lists the service features of ProSupport Plus provided under Dell EMC's warranty and/or maintenance terms. ProSupport Plus is available as to:

1. EMC® Equipment which is identified on the [Dell EMC Product Warranty and Maintenance Table](#) as
  - including ProSupport Plus during the applicable warranty period; or
  - eligible for upgrade to ProSupport Plus during the applicable warranty period; or
  - eligible for ProSupport Plus during a subsequent maintenance period.
2. EMC Software which is identified on the [Dell EMC Product Warranty and Maintenance Table](#) as eligible for ProSupport Plus during a maintenance period.

SERVICE FEATURE	DESCRIPTION	PROSUPPORT PLUS—COVERAGE DETAILS
<b>GLOBAL TECHNICAL SUPPORT</b>	<p>Customer contacts Dell EMC by telephone or web interface on a 24x7 basis to report an Equipment or Software problem and provides input for initial assessment of Severity Level*.</p> <p>Dell EMC provides (i) a response by remote means using a senior level Dell EMC technical support resource for troubleshooting assistance based on the Severity Level of the problem; or (ii) when deemed necessary by Dell EMC, Onsite Response as described below.</p>	<p>Included.</p> <p>Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity Level 1: 30 minutes; on a 24x7 basis</p> <p>Severity Level 2: 2 hours; on a 24x7 basis</p> <p>Severity Level 3: 3 local business hours</p> <p>Severity Level 4: 8 local business hours</p>
<b>ONSITE RESPONSE</b>	<p>Dell EMC sends authorized personnel to Installation Site to work on the problem after Dell EMC has isolated the problem and deemed Onsite Response necessary.</p>	<p>Included for Equipment only.</p> <p>Initial Onsite Response objective is based on Severity Level, within the following time period after Dell EMC deems Onsite Support is necessary.</p> <p>Severity Level 1: 4 hours on a 24x7 basis</p> <p>Severity Level 2: Within 12 hours on a 24x7 basis</p> <p>Severity Level 3: Next business day, local business hours</p> <p>Severity Level 4: Next business day, local business hours</p> <p>Onsite Response does not apply to Software, but may be separately purchased.</p>

<sup>3</sup> As used in this Attachment, "EMC Products", "Products", "Equipment" and "Software" means the EMC Equipment and Software identified on the [Dell EMC Product Warranty and Maintenance Table](#).

<b>REPLACEMENT PARTS DELIVERY</b>	Dell EMC provides replacement parts when deemed necessary by Dell EMC.	<p>Included. Replacement part delivery objective is based upon Severity Level, within the following time period after Dell EMC deems a replacement part is necessary:</p> <p>Severity Level 1: 4 hours on a 24x7 basis  Severity Level 2: Within 12 hours on a 24x7 basis  Severity Level 3: Next business day, local business hours  Severity Level 4: Next business day, local business hours</p> <p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts and the related Onsite Response.</p> <p>Installation of all replacement parts performed by Dell EMC as part of Onsite Response, but Customer has option to perform installation of Customer Replaceable Units (CRUs). See <a href="#">Dell EMC Product Warranty and Maintenance Table</a> for listing of parts designated as CRUs for specific Equipment.</p> <p>If Dell EMC installs the replacement part, Dell EMC will arrange for its return to a Dell EMC facility. If Customer installs the CRU, Customer is responsible for returning the replaced CRU to a facility designated by Dell EMC.</p>
<b>RIGHTS TO NEW RELEASES OF SOFTWARE</b>	Dell EMC provides the rights to new Software Releases as made generally available by Dell EMC.	Included.
<b>INSTALLATION OF NEW SOFTWARE RELEASES</b>	Dell EMC performs the installation of new Software Releases.	<p>Included for Software which Dell EMC determines is Equipment operating environment Software and only when the associated Equipment into which the operating environment Software is being installed is covered by a Dell EMC warranty or then current Dell EMC maintenance contract.</p> <p>Customer performs the installation of new Software Releases of Software (that is, Software not classified as Equipment operating environment Software), unless otherwise deemed necessary by Dell EMC.</p>
<b>24X7 REMOTE MONITORING AND REPAIR</b>	<p>Certain Products will automatically and independently contact Dell EMC to provide input to assist Dell EMC in problem determination.</p> <p>Dell EMC remotely accesses Products if necessary for additional diagnostics and to provide remote support.</p>	<p>Included for Products that have remote monitoring tools and technology available from Dell EMC.</p> <p>Once Dell EMC is notified of a problem, the same response objectives for Global Technical Support and Onsite Response will apply as previously described.</p>
<b>24X7 ACCESS TO ONLINE SUPPORT TOOLS</b>	Customers who have properly registered have access on a 24x7 basis to Dell EMC's web-based knowledge and self-help customer support tools via the Dell EMC Online Support site.	Included.

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## TECHNOLOGY SERVICE MANAGER ("TSM")

The TSM provides the following Services to Customer by remote means (unless otherwise deemed necessary by Dell EMC to provide onsite TSM support):

- Onboarding: Onboarding assistance consisting of (i) verifying the accuracy of relevant Customer support information such as account name, business unit identification, address, authorized contacts and other basic onboarding and set-up details; and (ii) explaining how to contact Dell EMC to open service requests.
- Service Report: A report delivered via MyService360® (or other Dell EMC designated website) detailing:
  - Summary of open and closed service requests by month;
  - Verification of Equipment operating environment Software against target code recommendations; and
  - Contract status, including start/end dates and other basic contract details.
- Service Review: The TSM provides a service review of the details in the Service Report and such other topics mutually agreed upon by Dell EMC and the Customer (if any) during Onboarding.
- System Maintenance: The TSM assists Customer in coordinating the implementation of the Dell EMC recommendations provided during the Service Review, including the following:
  - Documenting the Customer's current Equipment operating environment Software version for the covered Product and identifying Dell EMC's current target code version(s);
  - Identifying applicable Product notifications, including technical advisories (ETAs), field change orders (FCOs), security advisories (ESAs) and end of service life;
  - Providing scheduling assistance for FCOs; and
  - Verifying ESRS remote connectivity status.
- Escalation Support: Escalation support and coordination of technical, business and critical issues within Dell EMC.

Included on Products covered by a ProSupport Plus warranty or then current maintenance contract during Dell EMC's normal local business hours which may vary by region and country, excluding Dell EMC and local holidays. See additional Coverage Details below.

Service Report: Included on a monthly basis for Products that have Dell EMC's currently supported and approved remote monitoring tools and technology activated and enabled.

Service Review: Included on a periodic basis, no more frequently than monthly, for Products that have Dell EMC's currently supported and approved remote monitoring tools and technology activated and enabled. The Service Review is delivered by the remote TSM at a schedule to be mutually agreed upon with the Customer.

System Maintenance: Included at Customer's request no more than twice per calendar year for Products that have Dell EMC's currently supported and approved remote monitoring tools and technology activated and enabled.

Dell EMC is responsible for performing only the TSM activities and tasks expressly specified in this document. All other tasks, activities and services are out of scope.

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## CUSTOMER RESPONSIBILITIES FOR TSM SERVICE FEATURE

Dell EMC's provision of the TSM service feature detailed above is contingent upon the Customer fulfilling the following responsibilities:

- Making an appropriate system maintenance window(s) available for the TSM as deemed necessary by Dell EMC.
- Ensuring that all environment, technical and operational requirements are met.
- Providing the TSM with timely access to (a) at least one technical contact with system administration responsibilities and appropriate system/information access privileges, and (b) applicable subject matter experts, systems and networks (including, without limitation, remote systems/ network access) as deemed necessary by Dell EMC.
- Assuming all responsibility for network connectivity, performance, and configuration issues.
- Verifying that the Equipment location(s) is/are prepared prior to the commencement of ProSupport Plus.

## RENEWAL OF MAINTENANCE CONTRACT

The following chart lists the additional service features included as part of a purchase of a renewal of a Dell EMC ProSupport Plus maintenance contract on or after May 31, 2018 for the eligible Products identified on the [Dell EMC Product Warranty and Maintenance Table](#), subject to the Customer activating and maintaining the currently supported version(s) of Dell EMC Secure Remote Support ("ESRS") software during the applicable renewal term. ESRS enablement is a prerequisite for these additional renewal service features.

SERVICE FEATURE	DESCRIPTION	PROSUPPORT PLUS—COVERAGE DETAILS
ENVIRONMENTAL ASSESSMENT	<ul style="list-style-type: none"> <li>• Verification of solid state drive ("SSD") wear levels**</li> <li>• Validation of remote connectivity activation</li> <li>• Check for failed components in eligible Equipment.</li> <li>• Verification of Equipment operating environment Software against target code recommendations</li> <li>• Validation of disk drive and component firmware levels</li> <li>• Identification of field change orders, technical advisories, and security alerts that may impact the affected Equipment</li> <li>• Summary of open service requests</li> </ul>	<p>Included.</p> <p>Customer is eligible to request one (1) Environmental Assessment analysis per each twelve (12) month period during the applicable renewal term of a current ProSupport Plus maintenance contract.</p>
PROACTIVE SOLID STATE DRIVE REPLACEMENT	<p>If the Endurance Level (as defined below) for any solid state drive reaches five percent (5%) or less (as determined by Dell EMC) during a then current renewal term of a ProSupport Plus maintenance contract, the Customer is eligible to receive a replacement solid state drive. Endurance Level means the average percentage of life span remaining on the eligible SSD.</p>	<p>Included.</p> <p>Response objective is based on the applicable Replacement Parts Delivery and Onsite Response service features detailed above.</p>

\*Severity Levels:

- **Severity 1—Critical:** a severe problem preventing Customer or workgroup from performing critical business functions.
- **Severity 2—High:** Customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- **Severity 3—Medium:** the Customer or workgroup performance of job function is largely unaffected.
- **Severity 4—Request:** minimal system impact; includes feature requests and other non-critical questions.

\*\* Available for solid state drives in eligible Equipment that persistently store Customer data, including metadata, as determined by Dell EMC.

#### Service hours and local country shipment cut-off time of replacement parts delivery

- Hours of Services: from 9 am to 6 pm from Monday to Friday except the national holidays and the year-end and new year holidays (from December 30 to January 3).
- Local country shipment cut-off time for replacement parts delivery: 5 pm on the business day.

The warranty periods and support options ("Support Information") on this website apply (i) only between the applicable EMC sales entity specified on your EMC Quote ("EMC") and those organizations that procure the applicable products and/or maintenance under a contract directly with such EMC sales entity (the "Customer"); and (ii) only to those products or support options ordered by the Customer at the time that the Support Information is current. Dell EMC may change the Support Information at any time. The Customer will be notified of any change in the Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between EMC and the Customer, but any such change shall not apply to products or support options ordered by the Customer prior to the date of such change.

ProSupport Mission Critical, ProSupport Plus Support Services won't be available for customers without remote support. A customer who requires ProSupport Mission Critical, ProSupport Plus Support Services without remote support even if it becomes unavailable during the support period, shall accept the decrease in support level. Dell EMC will have no obligation to provide Support Services with respect to Equipment that is outside the Service Area. "Service Area" means a location that is within (i) one hundred (100) kilometer radius of an EMC service location; and (ii) the same country as the EMC service location, unless otherwise defined in your governing agreement with the applicable EMC sales entity, in which case the definition in the governing agreement prevails.

Products or services obtained from any Dell EMC reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Support Information on this website. The reseller may make arrangements with Dell EMC to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Please contact the reseller or the local Dell EMC sales representative for additional information on Dell EMC's performance of warranty and maintenance services on Products obtained from a reseller.

## CONTACT US

To learn more, contact your local representative or authorized reseller.



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Rev. August 12, 2017