



# DELL EMC POST STANDARD SUPPORT

Upon the expiration of the primary support period for a specific a Dell EMC<sup>1</sup> hardware model, Dell EMC may, in its sole discretion, make Post Standard Support available to assist customers needing additional time to migrate to a currently supported software release or hardware model. The scope of Post Standard Support is described below. To determine if a specific Dell EMC hardware model is eligible for Post Standard Support, please reference support.EMC.com > Support By Product > Select Product. Your quote from EMC will include the name of the Products, applicable Post Standard Support services and related options, if any. For additional assistance, or to request a copy of your governing agreement applicable to the Post Standard Support services, contact your EMC sales representative. Your governing agreement, or, in the absence of a separately negotiated governing agreement and depending on Customer's location, this Service is provided subject to and governed by either Dell's Commercial Terms of Sale (available at: [www.Dell.com/CTS](http://www.Dell.com/CTS)) or the applicable local sales terms on your dell.com country-specific website (each, as applicable, the "Agreement"). For a copy of your agreement with your applicable EMC reseller, contact that reseller. Any terms in the Agreement that conflict with or modify the Post Standard Support service (including, but not limited to, the scope of the Post Standard Support service) will not apply, but Customer Responsibilities will apply, if applicable. Capitalized terms not otherwise defined in this document will have the meaning given to them in your Agreement.

## POST STANDARD SUPPORT REQUIREMENTS

1. Customer must have a current Dell EMC Support Option maintenance contract (i.e., ProSupport Plus, ProSupport, Premium, Enhanced or Basic) in place for the specific Dell EMC product or it has been recertified by Dell EMC as a prerequisite to the purchase of this Post Standard Support service.
2. Customer must ensure that the Products are in normal operating condition and Operating Environment Software on storage Products are running the most recent compatible version available as of the start of the Coverage Period evidenced on their quote, order form or other mutually-agreed upon form of invoice or order acknowledgment from Dell EMC with Dell EMC. Customer agrees to allow Dell EMC to conduct an on-site inspection of the Products and/or to install and run applicable support software (e.g. "phone home" software) to confirm that Products are in normal operating condition and, if necessary, to inventory the configuration and to obtain component serial numbers. Any service necessary to return Products to normal operating condition at the start of the coverage for this Post Standard Support service is the responsibility of the Customer.

## SCOPE OF POST STANDARD SUPPORT

1. For eligible Dell EMC hardware models:
  - a. Hardware replacement parts, when deemed necessary by Dell EMC, will be shipped to customer either as a four (4) hour delivery on a 24x7 basis or next local business day response, as applicable under Customer's Agreement. Local country shipment cut-off times may impact the later than next local business day delivery of replacement parts. During the Post Standard Support period, Dell EMC installation of Customer Replacement Units (CRUs), if applicable, may be requested if Customer is directed to perform replacements by Dell EMC. Consumable parts are not covered by Post Standard Support. Dell EMC will use commercially-reasonable efforts to replace standard batteries, which may be limited in countries with import restrictions. Ensuring parts availability may require up to thirty (30) days lead time after the initial date of the initial term of this Service.
  - b. Hot fixes including security patches are not available as part of Post Standard Support for Dell EMC hardware models for the operating system/environment software, microcode and firmware which enables the eligible Dell EMC hardware models to perform their basic functions.

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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 Order Form and the applicable EMC sales entity ("EMC") specified on your EMC Order Form. 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.

c. Dell EMC shall not be responsible for a failure to provide support to the extent caused by: (1) any omissions, oversights, errors, or failures by Customer to perform its responsibilities described in this document; (2) problems caused by Customer software or data; (3) a defect or deficiency with respect to Customer's network, systems, or other equipment; (4) failures of hardware not maintained by Dell EMC; or (5) modifications to hardware made by a party other than Dell EMC or its representatives. Dell EMC shall notify Customer and use commercially reasonable efforts to perform notwithstanding the occurrence of one or more of the foregoing events (with Customer reimbursing Dell EMC for its additional out of pocket expenses for such efforts).

2. If Dell EMC determines that a component of the Product is defective, and is easily disconnected and reconnected, or if the analyst determines that the Product is one that should be replaced as a whole unit, Dell EMC reserves the right to send Customer a whole replacement unit however Dell EMC is not obligated to send a whole unit replacement in any circumstances unless otherwise required by local law, and will determine whether to send a whole unit replacement in Dell EMC's sole discretion. Dell EMC's obligation to perform the Post Standard Support services will be satisfied when Dell EMC has attempted any applicable service repair techniques which Dell EMC determines to be effective in resolving the support issue Customer presented to Dell EMC after contact Dell EMC for support in accordance with this Service Description, even if Dell EMC determines that the support issue Customer presented to Dell EMC cannot be resolved. Dell EMC also reserves the right to terminate and cancel the customer's contract for these Post Standard Support services if Dell EMC, in its sole and commercially reasonable discretion, determines that the Post Standard Support services cannot restore the Customer's Equipment to a level of functionality that is reasonably safe and unlikely pose an undue risk of security issues.

## Attachment A

The following chart lists the service features of Post Standard Support:

SERVICE FEATURE	DESCRIPTION	COVERAGE DETAILS
<b>TECHNICAL SUPPORT</b>	<p>Customer contacts Dell EMC by telephone or web interface on a 24x7 basis to report an Equipment problem and provides input for initial assessment of Severity Level*. Notwithstanding Customer's assessment upon submission of a support request to Dell EMC, the Severity Level will be determined by Dell EMC in its sole discretion.</p> <p>Dell EMC provides (i) a response by remote means 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:            Severity Level 1: 1 hour; on a 24x7 basis            Severity Level 2: 3 hours; on a 24x7 basis            Severity Level 3: 4 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 four (4) hour response on a 24x7 basis or next local business day, as applicable under Customer's Agreement, after Dell EMC deems Onsite Support is necessary.</p>

**\*SEVERITY LEVEL DEFINITIONS**

**SEVERITY 1** Critical – loss of ability to perform critical business functions and requires immediate response.

**SEVERITY 2** High – Able to perform business functions, but performance/capabilities are degraded or severely limited.

**SEVERITY 3** Medium/Low – Little to know business impact.

<b>REPLACEMENT PARTS DELIVERY</b>	<p>Dell EMC provides replacement parts when deemed necessary by Dell EMC.</p>	<p>Included.</p> <p>After diagnosis has been completed and dispatch has been authorized, replacement part delivery objective is four (4) hour delivery on a 24x7 basis or next local business day response, as applicable under Customer's Agreement. Local country shipment cut-off times may impact 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 or contact Dell EMC for more details.</p> <p>If Dell EMC installs the replacement part, Dell EMC will arrange for its return to a Dell EMC facility. If a Customer installs the CRU, the Customer is responsible for returning the replaced CRU to a facility designated by Dell EMC.</p>
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<b>RIGHTS TO NEW RELEASES OF SOFTWARE</b>	Dell EMC provides the rights to new Software Releases as have been made generally available by Dell EMC.	Not included.
<b>INSTALLATION OF NEW SOFTWARE RELEASES</b>	Dell EMC performs the installation of new Software Releases.	Not included.
<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>	Included for Products that have remote monitoring tools and technology available from Dell EMC during the period applicable to this Post Standard Support service.
<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.

The support options ("Dell EMC Support Information") on this website apply (i) only between Dell EMC and those organizations that procure the applicable products and/or maintenance under a contract directly with Dell EMC (the "Dell EMC Customer"); and (ii) only to those products or support options ordered by the EMC Customer at the time that the EMC Support Information is current. Dell EMC may change the Dell EMC Support Information at any time. Products covered by this Post Standard Support service are not eligible for inclusion in any deployment project for Products purchased with standard support options performed by Dell EMC. The Dell EMC Customer will be notified of any change in the Dell EMC Support Information in the manner stated in the then current product ordering and/or service or maintenance related agreement between Dell EMC and the Dell EMC Customer, but any such change shall not apply to products or support options ordered by the Dell EMC Customer prior to the date of such change.

Dell EMC will have no obligation to provide Post Standard Support services with respect to Equipment that is outside the Dell EMC Service Area. "Dell EMC Service Area" means a location that is within (i) one hundred (100) drivable miles of a Dell EMC service location; and (ii) the same country as the Dell EMC service location, unless otherwise defined in your Agreement with Dell EMC, 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 Dell EMC Support Information on this website. The reseller may make arrangements with Dell EMC to perform services for the purchaser on behalf of the reseller, and if Dell EMC is performing Post Standard Support, then the terms of this Service Description shall apply. Please contact the reseller or the local Dell EMC sales representative for additional information on Dell EMC's performance of services on Products obtained from a reseller.

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EMC Corporation and Dell Inc. believe the information in this document is accurate as of its publication date. The information is subject to change without notice.

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## CONTACT US

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

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