



Dell Support Services

Choices to meet your needs:
Dell Basic Service and Dell ProSupport

Features

	Basic ¹	ProSupport ²
Call center location	Regional variations	In region
Service technician	Script-based troubleshooting	Advanced technician
Hours of operation – phone	Local business hours, excluding weekends & national holidays	7x24x365
No-cost technician dispatch of Customer Self Replaceable parts (CSR)	For Optional Self Replaceable Parts (OCSR). All other parts are upon customer request only and a fee will be charged	Technician dispatched per customer request on all part replacements
Onsite parts/labor response time	Next Business Day Onsite Service ³ ; 8-5; no holidays	Next Business Day Onsite Service ³ , with additional 2hr, 4hr, 8hr options available
Software troubleshooting	Not available	Includes Dell OEM on select Support Products and for Covered Software Products ⁴
SATA hard drive coverage	One year maximum	One year minimum
Remote troubleshooting	Not available	Dell Technician assistance provided, when available and with Customer consent, to connect directly over a secure Internet connection.
Getting-started assistance	Not available	Included on common/Dell OEM end-user applications ⁴

For additional information, please visit: www.dell.com/servicecontracts

¹ For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit www.dell.com/warranty.

² Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.

³ Availability may vary by Customer location – please contact your Dell sales or technical support representative for additional details.

⁴ Please contact a Dell technical support analyst for an up-to-date list of Covered Software Products.