

# Sample Business Support Options (Dell)

## **Economy Plan (3years)**

- Limited Warranty covering most defects in materials and workmanship
- Basic phone Hardware Warranty Support
- Online Hardware Warranty Support
- Next-Business-Day On-Site Service if necessary after phone-based troubleshooting

## **Business Standard Plan (\$59)**

- Limited Warranty covering most defects in materials and workmanship
- Gold Technical Support
- Online Hardware Warranty Support
- Next-Business-Day On-Site Service if necessary after phone-based troubleshooting

## **Business Essential Plan \$228**

- Limited Warranty<sup>3</sup> covering most defects in materials and workmanship
- Gold Technical Support
- Online Hardware Warranty Support
- Same-Day On-Site Service if necessary after phone-based troubleshooting

## **Gold Technical Support**

- Dell's fastest, simplest to use, and most comprehensive advanced phone Hardware Warranty Support.
- Dedicated, toll-free phone support designed with average 2-minutes answer speed
- Bypass basic troubleshooting questions and connect directly to high-level technicians to address your specific problem
- Direct contact with industry certified (A+ or MCP), highly trained senior technicians
- Remote resolution allows technicians to view problems and error messages directly on your Internet-connected system
- Resolution management by single technical account manager
- Seamless support for third-party software and hardware vendors
- Regular notification of system BIOS, drivers and hardware updates
- Service Management Reporting providing your quarterly usage, history and trends (upon request)

Source:

[http://www1.us.dell.com/content/topics/topic.aspx/us/segments/bsd/services/hmc\\_optix?c=us&cs=04&l=en&ref=CFG&s=bsd](http://www1.us.dell.com/content/topics/topic.aspx/us/segments/bsd/services/hmc_optix?c=us&cs=04&l=en&ref=CFG&s=bsd)