

Dell Upgrade from 1Y Next Business Day to 5Y ProSupport Plus 4H

Extended service agreement - parts and labour - 5 years - on-site - 24x7 - response time: 4 h - NPOS

Group	Systems Service & Support
Manufacturer	Dell
Manufacturer item no.	PT150_1OS5P4H



Description

ProSupport Plus is Dell's most complete support service, it combines 24x7 priority access to expert support, coverage for accidents, hard drive retention, next business day onsite service after remote diagnosis, and proactive monitoring for automated issue identification and notification. It ensures that hardware and software are running smoothly so you can focus on what's important.

Main features

Product Description	Dell Upgrade from 1Y Next Business Day to 5Y ProSupport Plus 4H - extended service agreement - 5 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years
Response Time	4 hours (for critical issues)
Service Availability	24 hours a day / 7 days a week
Pricing Type	Near-Point-Of-Sale (NPOS)

Extended details

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years
Response Time	4 hours (for critical issues)
Service Availability	24 hours a day / 7 days a week
Pricing Type	Near-Point-Of-Sale (NPOS)

Details

Service & Support

Extended service agreement - parts and labour - 5 years - on-site - response time: 4 h - availability: 24 hours a day / Monday-Sunday - severity level 1 | Technical support - phone consulting - 5 years - availability: 24 hours a day / Monday-Sunday | Technical support - web support - 5 years - availability: 24 hours a day / Monday-Sunday | Technical support - web knowledge base access - 5 years - availability: 24 hours a day / Monday-Sunday | Technical support - remote diagnosis - 5 years - availability: 24 hours a day / Monday-Sunday | Technical support - e-mail consulting - 5 years - availability: 24 hours a day / Monday-Sunday

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