



Service description

Installation and Implementation of a Dell SonicWALL Network Security Appliance

Introduction

Dell is pleased to provide Dell SonicWALL Network Security Appliance Implementation Service (the "Service(s)") in accordance with this Service Description ("Service Description"). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the "Order Form") will include the name of the service(s) and available service options that you purchased. For additional assistance or to request a copy of your service contract(s), contact Dell Technical Support or your sales representative.

The Scope of This Service

This service provides for the installation and implementation of a Dell SonicWALL NSA/NSA E-Class/SuperMassive Network Security Appliance (the "Supported Product" or "Supported Products"), purchased in conjunction with this Service, up to the quantity defined by the SKU description, as set forth more specifically in this Service Description (the "Service" or "Services"). On-site and remote delivery options are available for this service in select locations. Deliverables or activities that are not applicable to a specific delivery method are noted. This Service includes the following:

- Physical installation and configuration of each Supported Product in accordance with specific Customer environmental needs to ensure that the device is ready for implementation in the Customer's IP network environment (Does not apply to remote offerings).
- Firmware upgrades to vendor recommended version(s), as needed.
- Advisory assistance to define customer use case requirements
- Configure product features and functionality to support customer use case
- Validate the functionality of each of the Supported Products.

A Dell representative will contact the Customer to schedule this Service, allowing for at least a ten business day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This Service will be provided during normal Dell business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise in Appendix B. Any services beyond normal Dell business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Dell project manager.

Service expires 1 year after purchase. EXCEPT TO THE EXTENT APPLICABLE LAW REQUIRES OTHERWISE, YOU MAY USE THIS SERVICE ONE TIME DURING THE 1 YEAR PERIOD

FOLLOWING THE DATE OF ORIGINAL PURCHASE ("EXPIRATION DATE"). THE ORIGINAL PURCHASE DATE IS DEFINED AS THE EARLIER OF THE DATE OF THE INVOICE FOR THE SERVICE OR ORDER CONFIRMATION FROM DELL. DELL'S DELIVERY OF THE SERVICE WILL BE DEEMED SATISFIED AFTER THE EXPIRATION DATE EVEN IF YOU DO NOT USE THE SERVICE.

The scope of your Service agreement

Service SKUs

See Appendix A

The key Service steps include

- **Planning:**

1. Customer to provide the site environmental and technical readiness requirements and review the same with Dell.
2. Dell to confirm site environmental and technical readiness requirements and installation dates with the Customer and highlight the fact that Customer site readiness must be complete and product ship dates must be satisfied in order to meet the planned installation schedule.
3. Dell to create a valid Service implementation plan based on the Customer's hardware and software configuration.

- **Implementation and testing:**

1. Network Security Appliance installation (Does not apply to remote delivery):
 - a. Unpack and inspect all hardware prior to installation.
 - b. Verify that the Customer has correct power outlets and sufficient physical space for installation (Does not apply to remote offerings).
 - c. Install all optional cards/modules into the appliance(s), if applicable.
 - d. For rack installation
 - i. Mount any necessary rack related hardware into the Customer furnished rack; provided such rack is Dell supported.
 - ii. Mount the appliance(s) into the rack.
 - iii. Install and route all Customer-provided power cables.
 - e. For non-rack installation:
 - i. Place the appliance(s) in a Dell and Customer-approved area.
 - ii. Connect Customer-provided power cables.
 - f. Power up the appliance(s)
 - g. Using the Customer-provided interconnect cable(s); connect the appliance into the network
 2. Verify there is link connectivity into the Customer's network Upgrade firmware to vendor recommended version(s), as needed.
 3. Activate the service license keys and enable security services (if applicable).
 4. Demonstrate to Customer the use of web-interface to access appliance features, if applicable.
 5. Create security services (Applies to Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention and Content Filtering only).
 6. Configure administrator account.
 7. Specify mode of operation, zones, IP address, subnet mask, hostname, static routes, DNS, SYSLOG.
 8. Set up Application Intelligence, Control and Visualization.
 9. Set up addresses and custom services (if applicable).
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10. Set up network address translation.
11. Set up firewall policies, including bandwidth management.
12. Set up SonicPoint Wireless LAN zone (SonicPoint provisioning profile) and up to 2 virtual access points (if applicable).
13. Set up VPNs: site-to-site and client-to-site (if applicable).
14. Set up SSL VPN for remote access (if applicable).
15. Enable wireless security features (wireless appliances only) – intrusion detection and wireless guest services (Note: does not include wireless configuration on client devices).
16. Set up user level authentication using customer provided authentication servers (if applicable).
17. Set up WAN failover/failback and load balancing (if applicable).
18. Setup and configure High Availability (if service purchased in conjunction with this service).
19. Configure SonicWALL supported modules (if applicable).

- **Product awareness:**

1. Dell to conduct a brief product orientation session and review the associated documentation with Customer. This overview does not replace any available Dell education courses for this product.

- **Project closeout:**

1. Dell to obtain and Customer to provide a Customer acknowledgement of the Services performed, which will not be unreasonably withheld.

Assumptions

Prior to Dell providing the Service, Customer will:

- Provide the site environmental and technical readiness requirements and review the same with Dell. (required for on-site service delivery only)
- Furnish the network design; including IP addressing information (please contact your Dell sales representative if network design Consulting Engagement is desired).

Excluded Services

- Installation of any Supported Product(s) into a non-supported rack.
- Routing of any cables external to the rack.
- Performance tuning or benchmarking of the network.
- Providing and/or installing cabling, including fiber, not specified herein.
- De-installation or re-installation of product(s) or application(s).
- Configuration and support of third-party, non- Dell products.
- Subsequent on-site visits in the event a problem arises.
- Dell is not responsible for customer issues related to external devices or network related issues that result in a loss of connectivity.
- Installation and configuration of more than two (2) Supported Products.
- Any activities other than those specifically noted in this Service Description.
- The terms of this Service Description do not confer on the Customer any warranties which are in addition to the warranties provided under the terms of any Agreement.

Service specific Customer responsibilities

- Unpack and inspect all hardware prior to installation (Applies only to remote delivery).
 - Verify correct power outlets and sufficient physical space for installation (Applies only to remote delivery).
 - Install all optional cards/modules into the appliance(s), if applicable (Applies only to remote delivery).
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- For rack installation (Applies only to remote delivery):
 1. Mount any necessary rack related hardware into the Customer furnished Dell supported rack; Mount the appliance(s) into the rack.
 2. Install and route all Customer-provided power cables.
- For non-rack installation (Applies only to remote offerings):
 1. Place the appliance(s) in a Dell and Customer-approved area.
 2. Connect Customer-provided power cables.
- Power up the appliance(s) (Applies only to remote offerings).
- Using the Customer-provided interconnect cable(s); connect the appliance into the network (Applies only to remote offerings).
- Verify there is link connectivity into the Customer's network (Applies only to remote offerings).
- Provide space in a Dell approved rack, as required for the appliance(s), per the hardware reference manuals.
- Verify that the additional weight of the appliance(s) does not exceed the rack weight limits.
- **Ensure that an electrical branch circuit with the following characteristics is available:**
 1. Required voltage and frequency as indicated in the hardware reference manual.
 2. Protection by a circuit breaker in accordance with local electrical codes.
 3. Supply circuit, line fusing, and wire size that conforms to the electrical rating on the switch(es).
 4. Grounded outlet compatible with the power cord and installed by a licensed electrician.
- Ensure that the rack is mechanically secured to ensure stability and complies with all local building codes.
- Arrange to have all attached components installed and available to connect to the switch, or purchase installation services from Dell for the attached components.
- Ensure that any hardware and software that is to be installed is available and located at the installation site, including the appliance(s), rack mounting hardware, and appropriate cables.
- Ensure the appliance(s) is covered under an active support contract or warranty support (Dell will not provide this Service on any appliance(s) that does not have active support).
- Create a MySonicWALL.com account and register the appliance(s).
- Dispose of packing material and other debris.
- **Ensure that with respect to the existing network equipment configuration:**
 1. IP addresses are provided to assign to appliance(s), as needed, in advance.
 2. The Customer environment is stable and functional for Dell to begin Services specified herein.
- Provide acknowledgment that Services have been performed.

General Customer Responsibilities

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Products, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.

Cooperate with Phone Analyst and On-site Technician. Customer will cooperate with and follow the instructions given by any Dell phone analyst or on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.

On-site Obligations. Where Services require on-site performance, Customer will provide (at no cost to Dell) free, safe and sufficient access to Customer's facilities and the Supported Products, including ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

Maintain Software and Serviced Releases. Customer will maintain software and Supported Products at Dell-specified minimum release levels or configurations as specified on PowerLink for Dell | EMC Storage or EqualLogic™, or as specified on www.support.dell.com for additional Supported Products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep the Supported Products eligible for this Service.

Data Backup; Removing Confidential Data. Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. In addition, Customer is responsible for removing any confidential, proprietary, or personal information and any removable media such as SIM cards, CDs, or PC Cards regardless of whether an on-site technician is also providing assistance. **DELL WILL HAVE NO LIABILITY FOR:**

- **ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;**
- **LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;**
- **DAMAGED OR LOST REMOVABLE MEDIA;**
- **DATA OR VOICE CHARGES INCURRED AS A RESULT OF FAILING TO REMOVE ALL SIM CARDS OR OTHER REMOVABLE MEDIA INSIDE SUPPORTED PRODUCTS THAT ARE RETURNED TO DELL;**
- **THE LOSS OF USE OF A SYSTEM OR NETWORK;**
- **AND/OR FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL OR A THIRD-PARTY SERVICE PROVIDER.**

Dell will not be responsible for the restoration or reinstallation of any programs or data. When returning a Supported Product or part thereof, Customer will only include the Supported Product or part which has been requested by the phone technician.

Third Party Warranties. These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

Terms & Conditions

This Service Description is entered between you, the customer ("you" or "Customer"), and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer's location, this Service is provided subject to and governed by either Dell's Commercial Terms of Sale or Dell's standard Customer Master Services Agreement (as applicable, the "Agreement"). To the extent that any terms of this Service Description conflict with any terms of the Agreement, the terms of this Service Description will prevail, but only to the extent of the specific conflict, and will not be read or deemed to replace any other terms in the Agreement which are not specifically contradicted by this Service Description.

Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms. Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at www.dell.com/servicesdescriptions/global.

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the "I Agree" button or box or similar on the Dell.com website in connection with your purchase or within a Dell software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case "you" or "Customer" shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.

Customer Location	Terms & Conditions Applicable to Your Purchase of Dell Services	
	Customers Purchasing Dell Services Directly From Dell	Customers Purchasing Dell Services Through an Authorized Dell Reseller
United States	www.dell.com/CTS	www.dell.com/CTS
Canada	www.dell.ca/terms (English) www.dell.ca/conditions (French-Canadian)	www.dell.ca/terms (English) www.dell.ca/conditions (French-Canadian)
Latin America & Caribbean Countries	Local www.dell.com country-specific website or www.dell.com/serviceDescriptions/global .*	Local www.dell.com country-specific website or www.dell.com/serviceDescriptions/global .*
Asia-Pacific-Japan	Local www.dell.com country-specific website or www.dell.com/serviceDescriptions/global .*	Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.
Europe, Middle East, & Africa	Local www.dell.com country-specific website or www.dell.com/serviceDescriptions/global .* In addition, customers located in France, Germany and the UK can select the applicable URL below: France: www.dell.fr/ConditionsGeneralesdeVente Germany: www.dell.de/Geschaeftsbedingungen UK: www.dell.co.uk/terms	Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.

* Customers may access their local www.dell.com website by simply accessing www.dell.com from a computer connected to the Internet within their locality or by choosing among the options at Dell's "Choose a Region/Country" website available at <http://www.dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen>

Additional Terms & Conditions Applicable to Support & Warranty-Related Services

1. Supported Products

This Service is available on supported products, such as, select Dell OptiPlex™, Latitude™, Inspiron™, Precision™, Vostro™, PowerEdge™, PowerEdge SCTM, PowerVault™, PowerConnect™, Force10, Dell EqualLogic™, Dell | EMC Storage Systems™, Dell Compellent Storage systems, and Dell printers, monitors and smartphones which are purchased in a standard configuration ("**Supported Products**"). Supported Products are added regularly, so please contact your sales representative for the most up-to-date list of Services that are available on your Dell or non-Dell products. Each Supported Product is tagged with a serial number (the "**Service Tag**"). A separate service agreement must be purchased by Customer for each Supported Product. For example, a printer purchased with a laptop system is not covered by the laptop system's service contract; the printer and the laptop will each need their own service contract. Please refer to the Service Tag on your Supported Product when contacting Dell for this Service.

2. Support Services

A. Limited Hardware Warranty; Hardware Coverage Limitations. Support-related services may include technical support options (telephone, Internet, etc.) and service parts and related labor services to repair or replace defect(s) in workmanship pursuant to and occurring within the limited warranty period applicable to Customer's Supported Product(s) (a "**Qualified Incident**"). Dell's Limited Hardware Warranty is available for review at www.Dell.com/Warranty or posted outside of the United States at your regional Dell.com website.*

Hardware coverage limitations may apply and service offerings may be available to extend these hardware limitations for an additional fee. Please see www.Dell.com/Warranty or your regional Dell.com website for warranty information or contact a Dell technical support analyst for more details.

B. Whole Unit Replacement; Failure to Return. If Dell determines that a component of the defective Supported Product is one that is easily disconnected and reconnected (such as a keyboard or monitor), or if the analyst determines that the Supported Product is one that should be replaced as a whole unit, Dell reserves the right to send Customer a whole replacement unit. If Dell delivers a replacement unit to Customer, Customer must relinquish the defective system or component thereof to Dell, unless Customer has purchased "Keep Your Hard Drive" for the affected system, in which case Customer may retain the respective hard drive(s). If Customer does not relinquish the defective system or component to Dell as required above, or if the defective unit is not returned within ten (10) days in accordance with written instructions provided with the replacement unit (in the event the replacement unit was not delivered in person by a Dell technician), Customer agrees to pay Dell for the replacement unit upon receipt of invoice. If Customer fails to pay such invoice within ten (10) days after receipt, in addition to any other legal rights and remedies available to Dell, Dell may terminate this Service Description upon notice.

C. Parts Stocked; Mission Critical Parts. Dell currently stocks parts in various locations throughout the world. Selected parts may not be stocked in the location closest to Customer's site. If a part that is needed to repair the Supported Product is not available from a Dell facility near Customer's location and must be transferred from another facility, it will be shipped using overnight delivery. 2-Hour and 4-Hour parts locations stock mission critical parts of Supported Products, as determined by Dell. A mission critical part is one which upon failure may prevent the Supported Product from performing its basic functions. Parts deemed non-critical include, but are not limited

to: software, floppy drives, media drives, modems, speakers, sound cards, zip drives, monitors, keyboards, and mice. In order to receive 2-Hour or 4-Hour parts, Customer must have purchased a corresponding service contract that supports mission critical parts delivery and the Supported Product must be located within the supported coverage area, as determined by Dell.

- D. Service Parts Ownership.** All Dell service parts removed from the Supported Product and returned to Dell become the property of Dell. Customer must pay Dell at the then-current retail price for any service part removed from the Supported Product which are retained by Customer (except for hard drives from Supported Products covered by "Keep Your Hard Drive" service) if Customer has received replacement parts from Dell. Dell uses and Customer expressly authorizes the use of new and reconditioned parts made by various manufacturers in performing warranty repairs.

3. Term of Service.

This Service Description commences on the date listed on your Order Form and continues through the term ("**Term**") indicated on the Order Form. As applicable, the number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term for each Service is indicated on Customer's Order Form. Unless otherwise agreed in writing between Dell and Customer, purchases of Services under this Service Description must be solely for Customer's own internal use and not for resale or service bureau purposes.

4. Important Additional Information

- A. Rescheduling.** Once this Service has been scheduled, any changes to the schedule must occur at least 8 calendar days prior to the scheduled date. If Customer reschedules this service within 7 days or less prior to the scheduled date, there will be a rescheduling fee not to exceed 25% of the price for the Services. Any rescheduling of the Service will be confirmed by Customer at least 8 days prior to commencement of the Service.
 - B. Payment for hardware purchased with installation & deployment services.** Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of installation or deployment services purchased with such hardware.
 - C. Commercially Reasonable Limits to Scope of Service.** Dell may refuse to provide Service if, in its opinion, providing the Service creates an unreasonable risk to Dell or Dell's Service providers or if any requested service is beyond the scope of Service. Dell is not liable for any failure or delay in performance due to any cause beyond its control, including Customer's failure to comply with its obligations under this Service Description. Service extends only to uses for which the Supported Product was designed.
 - D. Optional Services.** Optional services (including point-of-need support, installation, consulting, managed, professional, support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Service Description.
 - E. Assignment.** Dell may assign this Service and/or Service Description to qualified third party service providers.
 - F. Cancellation.** Dell may cancel this Service at any time during the Term for any of the following reasons:
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- Customer fails to pay the total price for this Service in accordance with the invoice terms;
- Customer is abusive, threatening, or refuses to cooperate with the assisting analyst or on-site technician; or
- Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless local law requires other cancellation provisions that may not be varied by agreement. If Dell cancels this Service pursuant to this paragraph, Customer shall not be entitled to any refund of fees paid or due to Dell.

g. Geographic Limitations and Relocation. This Service will be delivered to the site(s) indicated on the Customer's invoice. This Service is not available at all locations. Service options, including service levels, technical support hours, and on-site response times will vary by geography and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details. Dell's obligation to supply the Services to relocated Supported Products is subject to various factors, including without limitations, local Service availability, additional fees, and inspection and recertification of the relocated Supported Products at Dell's then-current time and materials consulting rates.

h. Transfer of Service. Subject to the limitations set forth in this Service Description, Customer may transfer this Service to a third party who purchases Customer's entire Supported Product before the expiration of the then-current Term, provided Customer is the original purchaser of the Supported Product and this Service or Customer purchased the Supported Product and this Service from its original owner (or a previous transferee) and complied with all the transfer procedures available at www.support.dell.com. A transfer fee may apply. Please note that if Customer or Customer's transferee moves the Supported Product to a geographic location in which this Service is not available (or is not available at the same price), Customer or Customer's transferee may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer or Customer's transferee chooses not to pay such additional charge, the Service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.

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Appendix A

Service SKUs

US SKU

SKU	Description	Partner
972-1018	Installation and Implementation of a Dell SonicWALL Network Security - NSA	EDT
972-1019	Installation and Implementation of a Dell SonicWALL Network Security - E-Class and SuperMassive 9000 Series	EDT
972-1021	Installation and Implementation of a Dell SonicWALL Network Security - High Availability	EDT

LA SKU

SKU	Description	Partner
TBD	Installation and Implementation of a Dell SonicWALL Network Security - NSA	EDT
TBD	Installation and Implementation of a Dell SonicWALL Network Security - E-Class and SuperMassive 9000 Series	EDT
TBD	Installation and Implementation of a Dell SonicWALL Network Security - High Availability	EDT

BZ SKU

SKU	Description	Partner
TBD	Installation and Implementation of a Dell SonicWALL Network Security - NSA	EDT
TBD	Installation and Implementation of a Dell SonicWALL Network Security - E-Class and SuperMassive 9000 Series	EDT
TBD	Installation and Implementation of a Dell SonicWALL Network Security - High Availability	EDT

EMEA SKU

SKU	Description	Partner
683-17849	Installation and Implementation of a Dell SonicWALL Network Security - NSA	EDT
683-17850	Installation and Implementation of a Dell SonicWALL Network Security - E-Class and SuperMassive 9000 Series	EDT
683-17852	Installation and Implementation of a Dell SonicWALL Network Security - High Availability	EDT

APJ POS SKU

SKU	Description	Partner
TBD	Installation and Implementation of a Dell SonicWALL Network Security - NSA	EDT
TBD	Installation and Implementation of a Dell SonicWALL Network Security - E-Class and SuperMassive 9000 Series	EDT
TBD	Installation and Implementation of a Dell SonicWALL Network Security - High Availability	EDT

APJ APOS SKU

SKU	Description	Partner
TBD	Installation and Implementation of a Dell SonicWALL Network Security - NSA	EDT
TBD	Installation and Implementation of a Dell SonicWALL Network Security - E-Class and SuperMassive 9000 Series	EDT
TBD	Installation and Implementation of a Dell SonicWALL Network Security - High Availability	EDT

Appendix B

Exceptions to Dell business hours

Country	Dell business hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, El Salvador, Grand Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos	8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, India, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM