

# Dell ProSupport for Monitors

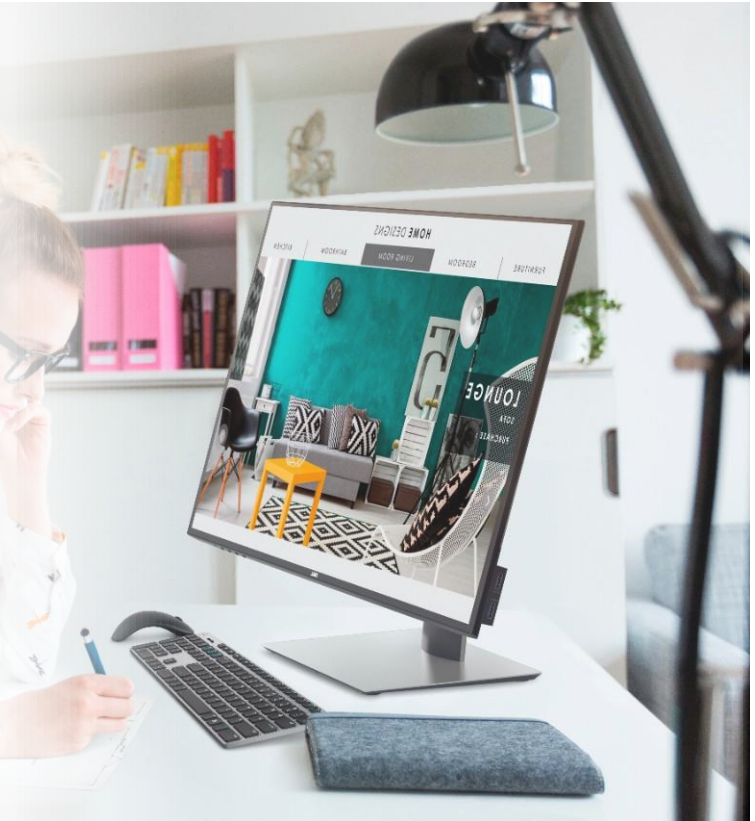
Customer Presentation

**DELL**Technologies

# ProSupport for monitors

**ProSupport for monitors** gives you a higher level of support with **24x7 direct access** to tech support for help with monitor setup, configuration, troubleshooting issues and more. Plus you get **Advanced Exchange** monitor replacement. If your issue cannot be resolved over the phone, Dell will send a replacement monitor to you the next business day.

You get all this plus direct access to Dell's highly trained, **in-region ProSupport engineers**. With ProSupport for monitors you get the higher level of support you want for your monitors.



# ProSupport for monitors

A higher level of support for monitors



- With ProSupport for monitors, you get 24x7<sup>1</sup> phone support from highly trained ProSupport engineers
- With Advanced Exchange<sup>2</sup>, Dell will send you a replacement monitor the next business day
- ProSupport for monitors delivers a higher level of support for monitors

Feature	Basic Hardware Service	ProSupport
Support Level	Support technicians	ProSupport engineers
Support Scope	Basic hardware troubleshooting	Configuration, interoperability, & software
In-region support	No	Yes
Hours	US & Canada – 24x7 <sup>1</sup> All other regions – local business hours	24x7 <sup>1</sup>
Repair Model	Advanced Exchange <sup>2</sup>	Advanced Exchange <sup>2</sup>
Repair Model SLA	Next business day	Next business day

<sup>1</sup> In some countries, hours for in-region support may vary. Support after local business hours may be provided in a language other than the local language.

<sup>2</sup> Advanced Exchange: Dell will send you a replacement monitor the next business day in most cases, if deemed necessary after phone/online diagnosis. Shipping times may vary by location and for monitors 55" and above. Fee charged for failure to return defective unit. See [dell.com/servicecontracts/global](http://dell.com/servicecontracts/global).

# Back-up information

# ProSupport for monitors country availability

## ProSupport for monitors

### EMEA

1. Austria
2. Belgium
3. Czech Rep
4. Denmark
5. Finland
6. France
7. Germany
8. Greece
9. Ireland
10. Italy
11. Luxembourg
12. Netherlands
13. Norway
14. Poland
15. Portugal
16. Slovakia
17. South Africa
18. Spain
19. Sweden
20. Switzerland
21. United Kingdom

### Americas

1. United States
2. Canada
3. Latin America:
  1. Antigua & Barbuda
  2. Argentina
  3. Aruba
  4. Bahamas
  5. Barbados
  6. Bermuda
  7. Bolivia
  8. Brazil
  9. British Virgin Islands
  10. Cayman Islands
  11. Chile
  12. Columbia
  13. Costa Rica
  14. Dominican Republic
  15. Ecuador
  16. El Salvador
  17. French West Indies
  18. Grenada
  19. Guatemala
  20. Guyana
  21. Honduras
  22. Jamaica
  23. Mexico
  24. Nicaragua
  25. Panama
  26. Paraguay
  27. Peru
  28. Puerto Rico
  29. Suriname
  30. Trinidad & Tobago
  31. US Virgin Islands
  32. Uruguay
  33. Venezuela

### APJC

1. Australia
2. New Zealand
3. China
4. Hong Kong inc Macau
5. India
6. Indonesia
7. Malaysia
8. Singapore
9. South Korea
10. Taiwan
11. Thailand
12. Brunei
13. Japan
14. Philippines
15. Vietnam

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