



# Dell Technologies

## Service Description

---

### Education Services

#### Introduction

Dell Technologies Education Services is pleased to provide Education Services (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 Technologies Education Services](#) or your sales representative.

#### The Scope of This Service

Dell Technologies Education Services (“Dell”) offers technical courses in a variety of formats: On-Demand training and labs, Classroom based training (Classroom or Virtual Class) open to any customer, or Dedicated Classroom training (Classroom or Virtual Class) open to a specific customer. A list of available training courses can be found on the Dell learning portal at [education.dellemc.com](http://education.dellemc.com). By ordering the Services hereunder, you acknowledge that you have read and understand which Services are available in your location. The available training courses cover a variety of topics that range from technologies such as server, storage, networking, and virtualization to Microsoft products. Once purchased, you will have access to the training course(s) for a period specified on your Order Form calculated from the date of purchase. After the period specified on your Order Form, the training course(s) will be considered delivered. Dell will provide course date and training location as required for the different types of training. If available in your country, you can also purchase Dell Technologies Education Services Training Credits (the “Training Credits”) to acquire new training or consume higher value training, when your balance is not sufficient.

#### On-Demand Training and Labs

On-Demand training is web-based training, where Dell will grant its users access to courses purchased on [education.dellemc.com](http://education.dellemc.com). On-Demand training courses consist of:

- Courses that are packaged, and accessed asynchronously by individual learners, typically via a learning management system
- Courses with one or more objectives, available anytime (rather than via a scheduled event)
- The use of technology to deliver instructional content and mediate learning activities via the usage of text, graphics, and multimedia

On-Demand labs are self-guided, hands-on lab exercises that help you validate skills and concepts covered in courses. On-Demand labs consist of:

- Access to virtualized learning lab environments for a fixed period of time. During this time you may enter and leave the lab sessions as often as needed. Work performed in the lab is automatically saved session-to-session for the duration of the lab period.
- A set of course-relevant lab guides to assist you in performing each task as you progress through the lab exercises.

### Classroom Based Training (Public Schedule)

Classroom Based Training (Public Schedule) consists of:

- A synchronous learning environment with an in-person instructor facilitating the learning
- Classroom based training may be Classroom with participants and instructor in a single location or Virtual Class attended online by participants in different locations.
- Classroom training is designed to be a synchronous learning environment, with participants and instructor in a single location, and open to attendance by different customers. The instructor facilitates Classroom courses in-person in a Classroom based setting.
- Virtual Class training is designed to be a synchronous learning environment, with participants in a multiple locations, and open to attendance by different customers. The Instructor facilitates Virtual Class courses in a classroom based setting remotely. Virtual Class training is delivered using web-conferencing conferencing or virtual classroom technology.
- All Classroom training courses are intended to take full advantage of interactions between participants and instructors, enabling discussion of the training material, both individually and in a group setting

### Classroom Based Training (Dedicated)

Classroom Based Training (Dedicated) consists of:

- Synchronous learning environment for a single customer. This training may be delivered as Classroom with participants and instructor at a single location or arranged by the customer or as a Virtual Class with students attending remotely from one or many locations
- Dedicated Classroom training follows the same approach as Classroom Based Training (Public Schedule)

Responsibilities specific to Classroom Based Training (Dedicated) training at a customer site include:

Customer Responsibilities:

Prior to the start of scheduled training, Customer will indicate to Dell in writing, a person to be the point of contact. All project communications will be addressed to such point of contact. The point of contact will:

- Have the authority to act for Customer in all aspects of the project and resolve conflicting Customer requirements
- Coordinate with appropriate resources and book facilities for the training services when Classroom training is being delivered
- Obtain and provide project requirements, information, data, decisions and approvals within three working days of the request, unless both parties agree to a different response time
- Provide accurate participant count and names prior to training, according to the number of participants defined in the Sales Order to Dell a minimum of twenty one (21) days

- prior to the delivery of the class.
- Ensure Dell instructors have reasonable and safe access to training facility parking, telephone and internet connectivity and workspace, when Classroom training is being delivered
- Complete the questionnaire provided by Dell to Customer prior to delivery of the course
- Provide the following when Classroom training is being delivered with an in-person instructor:
  - Classroom of adequate size for the number of students and instructor. The classroom must be set up in standard classroom style with the instructor's teaching area (with access to the instructor computer (if applicable), data projector, required connectors, whiteboard or flip chart and power connections) at the front of the classroom facing the participants
  - Data projector, required connectors and projection screen for presentations
  - Student client machines to run labs. Customer is responsible for providing desktop or laptop computers for each student and the instructor (instructor machine is optional unless site is a secure location).
  - Whiteboard or flipchart with markers
  - Internet connectivity to remotely access Dell's Education Services' training systems, preferably hard wired or very stable wireless. The lab exercises are dependent on a stable connection.
  - Access to sufficient power connections,

#### Dell Responsibilities:

Dell will send the Customer a questionnaire to be completed by the Customer and returned to Dell thirty (30) to sixty (60) days prior to course delivery. In addition, Dell will take the following steps:

- Provide the specific logistics and hardware requirements associated with the delivery
- Provide sample classroom layout and requirements
- Provide connection instructions
- Confirm personnel attending the training session
- Confirm training objectives, resources, and timeline
- Confirm logistics and training facilities as well as Customer responsibilities

If Dell can't reach an agreement with Customer for the requirements listed above, Dell reserves the right to terminate the Services as described on the Order Form. If computer systems and/or internet connectivity meeting required specifications cannot be provided by the Customer, the course will be delivered in lecture only format referencing the production equipment. Labs and processes may be white boarded for optimal student learning.

The specific dates for conducting the course will be agreed upon by Customer and Dell. Unless otherwise stated in a separate statement of work, all training requirements checks must be scheduled at least twenty one (21) full calendar days in advance of the requested training date; otherwise, a Change Request Form will need to be completed and approved by both Customer and Dell for any change to the original order, and additional costs evaluated.

## Training Credits:

Training Credits are a flexible way to purchase training courses delivered by Dell Technologies Education Services or select third-parties. Dell Technologies Education Services services may be

found on <http://education.dellemc.com>. For third-party offers please contact [Dell Technologies Education Services](#) or your sales representative.

Training credits can also be used to purchase Education Subscriptions and Education Bundles, as explained in the sections below.

Training Credits may be redeemed in the country in which they are purchased. For exceptions, you should consult with the [Dell Technologies Education Services](#) team prior to registering for a training outside the country in which your Training Credits were sold.

The duration of the term during which you can use the Training Credits to purchase Dell Technologies Education Services training courses is twelve (12) months from the date of purchase of the Training Credits by you. All training courses redeemed against the Training Credits must be scheduled and delivered prior to expiration of your applicable 12 month period from the date of purchase of the Services on the Order Form, except to the extent applicable law requires otherwise. After your purchase of Training Credits, Dell will provide a credit balance report of your Training Credits in your account on the Dell learning portal. If you have questions about the expiration of your Training Credits, contact [Dell Technologies Education Services](#) or your sales representative.

Dell's obligations to provide Dell Technologies Education Services training to you in return for the Training Credits you purchase will be deemed satisfied after the 12 month period following the date of your purchase of the Training Credits, provided that Dell Technologies Education Services and Customer will comply with applicable laws, and in the event of a conflict between this provision and your master agreement that authorizes the purchase of these Services, then such master agreement will take precedence over this Service Description. If the Training Credits expire, you will not receive a refund for the purchase of the Training Credits unless otherwise agreed between Dell Technologies Education Services and Customer, and provided that Dell Technologies Education Services and Customer will comply with applicable laws, and in the event of a conflict between this provision and your master agreement that authorizes the purchase of these Services, then such master agreement will take precedence over this Service Description.

## Subscriptions:

Subscriptions are a flexible way to control your costs by buying access to specific library of training courses for a specific term, using training credits or purchased from Dell. There may be some restrictions on the use of Training Credits to purchase Subscriptions that contain Classroom Training (Public Schedule). Please contact [Dell Technologies Education Services](#) or your sales representative for more information.

Dell Technologies Education Services Subscriptions are sold in increments of twelve (12) month terms beginning from the date of purchase of the Subscription by you or your organization (the "Subscription Term"). All training courses redeemed using your Subscription must be scheduled and delivered prior to expiration of your Subscription Term, except to the extent applicable law requires otherwise.

After you purchase your Subscription, Dell will provide access to a learning portal to allow you to activate and access your Subscription. Dell's obligations to provide Dell Technologies Education Services training to you in return for the Subscription you purchase will be deemed satisfied after the Subscription Term, provided that Dell Technologies Education Services and Customer will comply with applicable laws, and in the event of a conflict between this provision and your master agreement that authorizes the purchase of these Services, then such master agreement will take precedence over this Service Description. If the Subscription expires, you will not receive a refund for the purchase of the

Subscription unless otherwise agreed between Dell Technologies Education Services and Customer, and provided that Dell Technologies Education Services and Customer will comply with applicable laws, and in the event of a conflict between this provision and your master agreement that authorizes the purchase of these Services, then such master agreement will take precedence over this Service Description.

## Bundles

Education Bundles are a flexible way to purchase a pre-bundled group of related training courses offered by Dell. Your purchase of a Bundle allows you to access a set of Classroom or Virtual Class Training and related On Demand learning.

The duration of the term during which you can use the courses within your Bundle is twelve (12) months from the date of purchase of the Bundle by you. All training courses redeemed within your Bundle must be scheduled and delivered prior to expiration of your applicable 12 month period from the date of purchase of the Services on the Order Form, except to the extent applicable law requires otherwise.

After you purchase your Bundle, Dell will provide a learning portal to allow you to activate and access your purchased learning. Dell's obligations to provide Dell Technologies Education Services training to you in return for the bundle you purchase will be deemed satisfied after the 12 month period following the date of your purchase of the Bundle, provided that Dell Technologies Education Services and Customer will comply with applicable laws, and in the event of a conflict between this provision and your master agreement that authorizes the purchase of these Services, then such master agreement will take precedence over this Service Description. If the Bundle expires, you will not receive a refund for the purchase of the Bundle unless otherwise agreed between Dell Technologies Education Services and Customer, and provided that Dell Technologies Education Services and Customer will comply with applicable laws, and in the event of a conflict between this provision and your master agreement that authorizes the purchase of these Services, then such master agreement will take precedence over this Service Description.

## Exclusions

For the avoidance of doubt, the following activities are not included in the scope of this Service Description:

- Any services, tasks or activities other than those specifically noted in this Service Description, your Order Form, and any training not listed on the [education.dell.com](https://education.dell.com).
- The development of any intellectual property created solely and specifically for the Customer.
- Dell will, at its sole discretion, determine the number of instructors and the appropriate skill sets necessary to conduct the training. Customer agrees that any Dell resource may be an employee or consultant of Dell and/or a Dell service provider.

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your Agreement.

## 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, whether remotely or in-person, Customer-owned or licensed software, hardware, systems, 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.

**Non-solicitation.** Where allowed by law, Customer will not, without Dell's prior written consent, for a period of two years from the date listed on your Order Form, directly or indirectly solicit for employment any Dell employee with whom you have come in contact in connection with Dell's performance of the Service; provided, however, that general advertisements and other similarly broad forms of solicitation will not constitute direct or indirect solicitation hereunder and you are permitted to solicit for employment any employee that has been terminated or has resigned his or her employment with Dell prior to the commencement of employment discussions with you.

**Customer Cooperation.** Customer understands that without prompt and adequate cooperation, Dell will not be able to perform the Service or, if performed, the Service may be materially altered or delayed. Accordingly, Customer will promptly and reasonably provide Dell with all cooperation necessary for Dell to perform the Service. If Customer does not provide reasonably adequate cooperation in accordance with the foregoing, Dell will not be responsible for any failure to perform the Service and Customer will not be entitled to a refund. Dell, in its sole judgment, may refuse admission to, or expel from a course, any individual whom it considers to be a safety or security risk to the instructor, other participants or the facility. Dell will not refund training fees paid on behalf of such participant.

**Data Backup.** 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. Dell will not be responsible for the restoration or reinstallation of any programs or data.

Unless otherwise required by applicable local laws, DELL WILL HAVE NO LIABILITY FOR:

- ANY CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
- LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;
- DAMAGED OR LOST REMOVABLE MEDIA;
- THE LOSS OF USE OF A SYSTEM OR NETWORK; AND/OR
- ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL OR A THIRD-PARTY SERVICE PROVIDER.

**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.

**Service Hours.** Subject to local law relating to weekly work hours, this Service will be performed Monday through Friday during normal Dell business hours, which unless otherwise listed below is from 8:00 AM to 6:00 PM Customer local time:

<b>Country</b>	<b>Normal Dell EMC Services Business Hours</b>
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	Monday thru Friday from 7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, Denmark, El Salvador, Finland, Grand Cayman, Guatemala, Honduras, Jamaica, Norway, Panama, Puerto Rico, Rep. Dominicana, Suriname, Sweden, Turks and Caicos	Monday thru Friday from 8:00 AM to 5:00 PM

Australia, Bermuda, China, Haiti, Japan, Netherland Antilles, New Zealand, Singapore, Thailand	Monday thru Friday from 9:00 AM to 5:00 PM
Argentina, Brazil, Ecuador, France, India, Indonesia, Italy, Korea, Malaysia, Mexico, Paraguay, Peru, Taiwan, Uruguay	Monday thru Friday from 9:00 AM to 6:00 PM
Bolivia, Chile	Monday thru Friday from 9:00 AM to 7:00 PM
Middle East	Sunday thru Thursday from 8:00 AM to 6:00 PM
Hong Kong	Monday thru Friday from 9:00 AM to 5:30 PM

No Service activities will take place during local holidays unless other arrangements have been made in advance in writing. In these cases, the Service delivered outside Dell business hours will be subject to the resources available and may incur in additional charges.

## Dell Services 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 (the “Dell Legal Entity”). This Service is provided subject to and governed by Customer’s separate signed master services agreement with Dell Legal Entity 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 the agreement referenced in the table below (as applicable, the “Agreement”). 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 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	<a href="http://www.dell.com/CTS">www.dell.com/CTS</a>	<a href="http://www.dell.com/CTS">www.dell.com/CTS</a>
Canada	<a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English) <a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)	<a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English) <a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)
Latin America & Caribbean Countries	Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicesdescriptions/global">www.dell.com/servicesdescriptions/global</a> .*	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.
Asia-Pacific-Japan	Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicesdescriptions/global">www.dell.com/servicesdescriptions/global</a> .*	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 <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicesdescriptions/global">www.dell.com/servicesdescriptions/global</a> .*  In addition, customers located in France, Germany and the UK can select the applicable URL below:	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



	<p>France:  <a href="http://www.dell.fr/ConditionsGeneralesdeVente">www.dell.fr/ConditionsGeneralesdeVente</a></p> <p>Germany:  <a href="http://www.dell.de/Geschaeftsbedingungen">www.dell.de/Geschaeftsbedingungen</a></p> <p>UK: <a href="http://www.dell.co.uk/terms">www.dell.co.uk/terms</a></p>	<p>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.</p>
--	--	---

\* Customers may access their local [www.dell.com](http://www.dell.com) website by simply accessing [www.dell.com](http://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>.

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/servicedescriptions/global](http://www.dell.com/servicedescriptions/global).

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. Prevailing terms will be construed as narrowly as possible to resolve the conflict while preserving as much of the non-conflicting terms as possible, including preserving non-conflicting provisions within the same paragraph, section or sub-section.

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 sign this Service Description or an Order Form.

## Supplemental Terms & Conditions Applicable to Education Services

1. **Term of Service.** This Service Description commences on the date listed on your Order Form and continues for one year (“**Term**”). 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.

### 2. Important Additional Information

A. **Rescheduling and Cancellation.** Unless otherwise agreed in writing by Dell, all training will begin on the scheduled date. Should Customer request to cancel or reschedule the Education Services, Dell will refund Customer’s pre-paid training fees as follows:

- For Classroom and Virtual Class Training (Public Schedule), and for Virtual Class Training (Dedicated) offerings, Customer may request to transfer their training dates to another available date up to fourteen (14) full calendar days prior to the start of the course for which they are scheduled. A cancellation or change within fourteen (14) full calendar days of the confirmed course start date will result in a cancellation fee equal to 100% of the course fee.
- For Classroom Training (Dedicated) offerings, unless otherwise stated in a separate statement of work, Customer may request to transfer their training dates to another available date up to twenty-one (21) full calendar days prior to the start of the course for which they are scheduled. A cancellation or change within twenty-one (21) full calendar days of the confirmed course start date will result in a cancellation fee equal to 100% of the course fee to be borne by the customer.
- Should Dell cancel any scheduled Education Services, Dell will use reasonable efforts to give Customer advance notice of cancellation and will endeavor to reschedule as agreed between Dell and Customer. If the Education Services are cancelled for reasons within Dell’s control, and cannot reasonably be rescheduled, Dell will refund Customer’s associated pre-paid training fees. The refund will be Customer’s only recourse in the event of Dell’s cancellation.

B. **Payment for Hardware Purchased With Services.** Unless otherwise agreed to in writing, payment for hardware shall in no case be contingent upon performance or delivery of education, consulting or managed services purchased with such hardware.

C. **Commercially Reasonable Limits to Scope of Service.** Dell may refuse to provide Service if, in its reasonable 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.

D. **Optional Services.** Optional 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 and Subcontracting.** Dell may subcontract this Service and/or assign this Service Description to qualified third party service providers who will perform the Service on Dell’s behalf.

F. **Cancellation.** Dell may cancel this Service at any time during the Term for any of the following reasons:

- 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 an electronic written notice of cancellation. 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 vary 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 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.

**H. Web-Based Elements.** Dell shall not be liable to Customer for any interruptions or delays in receiving or transmitting data in connection with any web-based elements of the Services.

**I. Training Materials.** Dell will provide training materials, which may consist of course documentation, guidelines, instructional materials such as workbooks, manuals or audio materials, or computer-based training. All training materials provided by Dell in any form, whether printed or electronic, are the copyrighted works of the original content provider. Training materials are for the sole use of the participant enrolled in the training course, and may not be used by any other person, reproduced, distributed or modified without Dell's express written permission.

© 2021 Dell Inc. All rights reserved. Trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. A printed hardcopy of Dell's terms and conditions of sale is also available upon request.