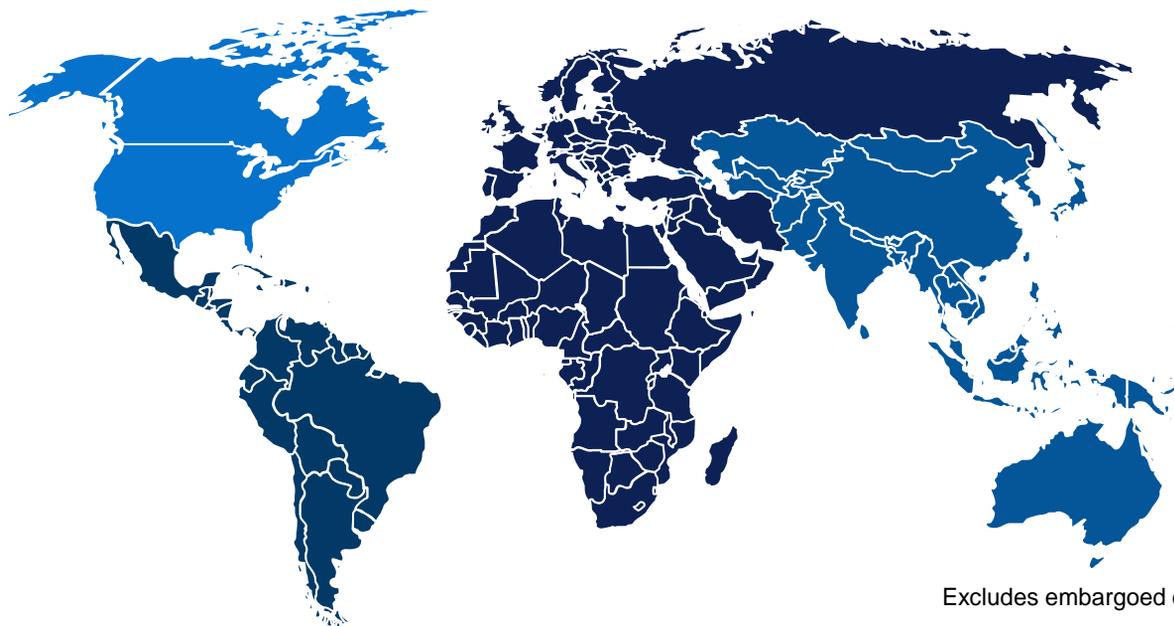




Global imaging and imaging capabilities support contacts



Excludes embargoed countries

The following support contacts are for Dell's Services Imaging offers when you need technical support post sale. If you need pre-sale support or questions, contact your Services Sales team.

| Offer / Capability   | Support Hours  | Contact(s)  |
|--|--|---|
| <b>Image Assist<br/>Ready Image<br/>Custom Image Load<br/>Connected Configuration<br/>Connected Provisioning</b> | <b>North America Support</b>   |   |
|  | M-F 8am – 5pm CST  | – US & Canada – Contact Config Services PM (CS PM)<br>– If no CS PM <a href="mailto:US_OSImaging@Dell.com">US_OSImaging@Dell.com</a><br>– French Canadian – Contact Config Services PM (CS PM)                                      |
|  | <b>Latin America Support</b>   |   |
|  | M-F 8am – 5pm CST  | – Contact Config Services PM (CS PM)<br>– If no CS PM <a href="mailto:LATAM_SOImagenes@Dell.com">LATAM_SOImagenes@Dell.com</a>  |
|  | <b>Europe, Middle East, &amp; Africa Support</b>   |   |
|  | M-F 9am – 6pm GMT+1  | – Contact Config Services PM (CS PM)<br>– If no CS PM, please contact your Sales Team   |
| <b>Asia Pacific &amp; Japan Support</b>  |  |   |
| M-F 9am – 5pm  | – Contact Config Services PM (CS PM)<br>– If no CS PM, please contact your Sales Team  |   |
| <b>Self-Healing Image Recovery (SHIR)</b>  | <b>North America   Latin America   Europe, Middle East, &amp; Africa   Asia Pacific &amp; Japan</b>  |   |
|  | North America<br>– M-F 8am – 5pm CST<br>Latin America<br>– M-F 8am – 5pm CST<br>Europe, Middle East & Africa<br>– M-F 9am – 6pm GMT+1<br>Asia Pacific & Japan<br>– M-F 9am – 5pm | – Support links within <a href="#">TechDirect support</a><br>– If you do not have a TechDirect account register <a href="#">here</a><br><br><i>If TechDirect Support or TechDirect Registration have issues, contact your CS PM</i> |