



Tier 1

- Full Warranty Support
- Hardware Support
- Accidental Damage
- Next Business Day Repair
- Software Imaging
- OS / Software Support
- General Support



RAM 16 GB
 Processor Intel Core i5
 HardDrive 256 SSD
 Screen 14" LCD Display

More Information: go to www.framingham.edu/ITS
 Or
www.dell.com/framingham

Tier 2

- Limited Hardware Support
- OS / Software Support
- General Support



XPS Vostro
 Studio Latitude
 Inspiron Precision
 Alienware

Tier 3

- OS / Software Support
- General Support



Apple Products



Mobile Devices



All Other Windows PCs

Glossary

Full Warranty Support

This warranty covers full hardware support. This includes Accidental Damage coverage and next day support.

Hardware Support

Includes troubleshooting, repair, and replacement of any damaged hardware.

Limited Hardware Support

Hardware support coverage in line with the purchased warranty. Support includes troubleshooting and some on-site repairs.

Accidental Damage (Latitude Protection)

Any damage that is accidental such as physical damage due to dropping, screen cracking, and liquid spills.

Next Business Day Repair

New or replacement hardware will be dispatched the next business day leading to an average repair time of 24-48 hours from drop off.

Software Support

General troubleshooting with software related issues with the laptop.

General Support

Includes all other general questions or troubleshooting necessary to assist a user with their computer and its day-to-day use.



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