

Features	Lenovo Depot Support (Standard)	Lenovo Onsite Support	Lenovo Premier Support
24 x 7 x 365 Advanced technical support with dedicated phone number			✓
Warranty claims including parts and labor ²	Standard SLAs	Standard SLAs	Next-business-day onsite labor & parts prioritization ²
Comprehensive hardware & Original Manufacturer (OEM) software support ¹			✓
Single point of contact for simplified end-to-end case management			✓
Technical Account Managers for proactive relationship and escalation management			✓
Standard suite of reporting (dispatching, service level, repeats, in/out warranty) ^{3,4}			✓
Lenovo Commercial Portal for install base details, service ticket status and reporting to help identify trends and proactively address issues ^{3,4}			✓