



# Lenovo Premier Support Plus 1 license(s) 4 year(s)

Brand : Lenovo

Product code: SWS1M86973

Product name : Premier Support Plus

Premier Support Plus, Upgrade, On-site, 24 x 7 x 365, 4 Y  
Lenovo Premier Support Plus. License quantity: 1 license(s), Number of years: 4 year(s), Service time (hours x days): 24x7x365, Response time: 24 h, Type: On-site/Carry-in



Features	Standard Support	Premier Support	Premier Support Plus
24x7x365 support for broken machines	x	x	x
Advanced technical support available 24x7x365	x	x	x
Comprehensive hardware and OS software support	x	x	x
Single point of contact for simplified case management	x	x	x
Technical Advisor for agents for escalations	x	x	x
Next business day parts lead & parts prioritization	x	x	x
Standard reporting available	x	x	x
Lenovo Service Connect and Remote Assist Top select	x	x	x
Proactive issue detection case creation and notification	x	x	x
SDM for proactive asset reporting & relationship management	x	x	x
Proactive device health protection	x	x	x
Keep Your Drive	x	x	x
Valid battery coverage for up to 4 years	x	x	x
International service entitlement	x	x	x
Coverage for non-Think devices	x	x	x

Features		Features	
License quantity	1 license(s)	Number of years	4 year(s)
Product type	Upgrade	Phone support	✓
Type	On-site/Carry-in	On-site support	✓
Service type	Premier Support Plus	Troubleshooting	✓
Service included	Parts and Labour	Compatibility	ThinkPad L15 Gen 4 21H3; T14s Gen 4 21F8
Service time (hours x days)	24x7x365		
Response time	24 h		
Packaging data			
		Quantity per pack	1 pc(s)

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