



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 business hours	✗	✗	✗
Advanced technical support available 24x7x365	✗	✗	✗
Comprehensive hardware and OEM software support	✗	✗	✗
Engagement of contacts for simplified case management	✗	✗	✗
Technical Account Manager for escalation	✗	✗	✗
Next Business Day or the Next Business Day	✗	✗	✗
On-site reporting available	✗	✗	✗
Lenovo Service Connect and Premier Asset Tag option	✗	✗	✗
Proactive issue detection, case creation, and notification	✗	✗	✗
SDR for proactive issue reporting and workflow management	✗	✗	✗
Accidental Damage Protection	✗	✗	✗
Keep Your Charge	✗	✗	✗
Special battery storage for select laptops	✗	✗	✗
International Service Enrollment	✗	✗	✗
Charge for non-Think devices	✗	✗	✗

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		
Features		Packaging data	
		Quantity per pack	1 pc(s)

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