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1. Technical Support benefits

Samsung Enterprise Tech Support provides the customer with the expertise of Samsung mobility engineers. Samsung’s experts are ready to provide reliable support and escalation routes, as well as tailored solutions in order to address the customer’s specific needs.

<table>
<thead>
<tr>
<th>Samsung Enterprise Tech Support</th>
<th>Advanced</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct access to Expert Engineer (Tier3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Named Callers (Customer IT admin)</td>
<td>2</td>
<td>6&lt;sup&gt;2&lt;/sup&gt;</td>
</tr>
<tr>
<td>Supported Locations</td>
<td>Within the country</td>
<td>Within the country</td>
</tr>
<tr>
<td>Support Requests Per Year</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Phone(Toll-Free), Portal, Email support</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Operation Hours&lt;sup&gt;3&lt;/sup&gt;</td>
<td>Biz hour (12 X 5)</td>
<td>24 x 7&lt;sup&gt;4&lt;/sup&gt;</td>
</tr>
<tr>
<td>Response Charter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Portal/ email Response</td>
<td>2 biz hours</td>
<td>2 biz hours</td>
</tr>
<tr>
<td>Status Updates</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Incident status reporting (web based)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Regular Reporting (Written/ Teleconference review)</td>
<td>-</td>
<td>✓</td>
</tr>
<tr>
<td>Reporting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support Coverage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Device Troubleshooting</td>
<td>Samsung Devices (Smartphone, Tablet, Wearable)</td>
<td>Samsung Devices (Smartphone, Tablet, Wearable)</td>
</tr>
<tr>
<td>OS Tech Support (Samsung Devices)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Samsung Enterprise SW/Solutions (Knox, E-FOTA)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>EMM/MDM Interoperability</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Collaborative Support for Enterprise Applications</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Support Coverage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-line Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-boarding training (One-time), Optional training (by request/One-time): KNOX SDK application development KNOX product suite</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>SAM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support Account Manager</td>
<td>-</td>
<td>✓</td>
</tr>
</tbody>
</table>

<sup>1</sup> Availability may differ by country.  <sup>2</sup> Expandable with Additional Named Caller Option  
<sup>3</sup> Biz hour may differ by country. (See section 1.3)  <sup>4</sup> 24x7 is available for severity 1 only.

<table>
<thead>
<tr>
<th>Ordering Information</th>
<th>Advanced</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing units</td>
<td>Per customer</td>
<td>Per customer</td>
</tr>
<tr>
<td>SKUs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Year (12 Months)</td>
<td>MI-OVCPAA1/AP</td>
<td>MI-OVCPAB1/AP</td>
</tr>
<tr>
<td>2 Years (2 x 12 Months)</td>
<td>MI-OVCPAA2/AP</td>
<td>MI-OVCPAB2/AP</td>
</tr>
<tr>
<td>3 Years (3 x 12 Months)</td>
<td>MI-OVCPAA3/AP</td>
<td>MI-OVCPAB3/AP</td>
</tr>
</tbody>
</table>
1.1. Annual support contracts

Samsung Enterprise Tech Support has one, two, and three-year purchasing options allowing the purchase of multiple consecutive annual (12-month term) services.

1.2. Named Callers

Named Callers are employees of your organization who you authorize to create and request updates on service tickets. Named Callers should have administrator rights and authorized access to the back-end mobile infrastructure that integrates with Samsung's devices and products. Named Callers must be knowledgeable and have technical aptitude in those systems, if in Samsung's reasonable opinion a Named Caller lacks experience or training, the Customer may be required to replace that Named Caller. Customers will be asked to designate a primary contact and the name, phone number, and e-mail address of those designated callers (named contacts) upon purchasing a technical support offering.

To safeguard your company confidential information and ensure optimal case management, only the Named Callers will be authorized to contact the Samsung Enterprise Tech Support team. Anyone not on the Named Caller list for your organization will be referred to the primary named contact for your organization, who can then request the caller be added to the named caller list, as long as that user does not exceed the maximum number of named contacts to the support level purchased. If the new user would exceed the maximum number of named contacts, then the primary contact can request a substitution of an existing named caller which will then come into effect 14 days after written notice to Samsung Enterprise Tech Support.

Elite technical support receives 6(six) Named Callers and have the ability to purchase additional Named Callers using the Additional Named Caller option. The Additional Named Caller Option (MI-OVCSA1X/AP) can be purchased multiple times and each purchase adds 2(two) Named Callers to your entitlement.
1.3. Supported languages, hours and locations

Samsung Enterprise Tech Support will be provided from one dedicated location to different locations. The details of this support are in the table below:

<table>
<thead>
<tr>
<th>Supported Language</th>
<th>Supported Location</th>
<th>Support Windows</th>
<th>Enterprise Tech Support Team location</th>
</tr>
</thead>
<tbody>
<tr>
<td>English 1)</td>
<td>Contracted Country</td>
<td>24 x 7</td>
<td>Indonesia</td>
</tr>
</tbody>
</table>

Support is provided for devices purchased under contract with the same legal entity as the ETS contract holder, with Named Callers. Enterprise Tech Support team operates during biz hours2), Monday to Friday (excluding holidays)3). For certain service level(Elite) and severity 1 only will also be provided on weekends and after regular service.

In addition, Samsung does not restrict the number of sites or locations within a country where a customer can receive support.

1) Language supported in Indonesia: English, Bahasa Indonesia
2) Indonesia, Thailand, Vietnam Biz Hour : 6 am to 6pm (GMT +7), Singapore, Malaysia Biz Hour : 7am to 7pm (GMT +8), Australia Biz Hour : 8am to 8pm (GMT +10 and GMT +11)
3) List of holidays : January 1(New year’s Day), Chinese New Year, Bali Hindu New Year, Isra Mi’raj, Good Friday, May 1(Labour Day), Waisak Day, Ascension Day of Jesus Christ, June 1(Pancasila Day), Hari Raya Idul Fitri, Idul Adha, August 17(Independence Day), Islamic New Year, Prophet Muhammad’s Birthday, December 25(Christmas Day)

1.4. Unlimited support requests

For new support requests received, Samsung will open a support request, provide the support request number to the Named Caller and confirm the Customer’s incident severity.

To ensure prompt handling, please ensure you have the following information available when submitting a request:

- Service ID
- Contact info including name, email address & phone number(s)
- Previously assigned Support Ticket, if applicable
- Description of issue and expected behavior he
  - The experienced behavior
  - The business impact of the issue
  - Duration issue has been occurring for
  - Can the issue be reproduced
- Impacted device information
  - Carrier
  - Device model number
  - OS, build number
- Number of affected devices
- Other pertinent detail (EMM/MDM, mail system, apps, comments)
Tier 3 Technical Support contact information

- Email: case.asia@samsung.com
- Portal: create, track, and manage tickets
  https://ets.support.samsung.com

Samsung will use commercially reasonable efforts to resolve a Support ticket but makes no guarantees that a specific support ticket can be resolved. Successful resolution may require devices to be upgraded to the current versions of software. Samsung reserves the right to: 1) determine the final resolution of all reported incidents; and 2) close a support ticket without further responsibility or liability if customer does not provide appropriate feedback to Samsung within five (5) business days of receiving a workaround for a problem, or if Customer fails to respond to a request for additional information within five (5) business days.

1.5. Toll-free phone support

Our Samsung Enterprise Tech Support team of experts is available during business hour. Customers purchasing Elite Technical Support also receive out of hours on call coverage 24x7 for urgent severity issues. Samsung reserves the right to record phone conversations for quality purposes.

1.6. Service portal and email support

The support portal provides a single location for users to

- Search knowledge base articles
- Create new support tickets
- View open and closed tickets created by yourself or your colleagues
- Update open tickets

Upon purchasing Samsung Enterprise Tech Support the Named Callers assigned to that account will be emailed a request to set up their account. Named Callers will be required to use their corporate email address for log-in and the provided password.

1.7. Single point of contact, ownership, and responsibility

Samsung provides direct access to an experienced team of mobility experts who will act as your single point of accountability providing advanced troubleshooting, collaborative support with 3rd parties, issue management towards resolution and regular status updates.

Onboarding

To aid in providing ownership and responsibility, you will be contacted at the beginning of the support engagement to document and understand your requirements for support services. To help expedite issue resolution and in adherence with your security policy, Samsung requires the completion of a customer environment questionnaire and EMM logs (if available) providing IMEI information on your environment.
As part of the onboarding process, Samsung will review the Technical Support Tools and processes available as well as guidance on developing a support strategy so your support team has visibility and required knowledge about tools and processes in order to be able to maximize the benefit of our support offerings.

### 1.8. Troubleshooting lab

The Technical Support troubleshooting lab is used to simulate a customer’s issue environment, helping identify root cause and test workarounds prior to implementation. The lab is equipped with advanced engineering hardware and software components to troubleshoot a wide variety of issues that exist in the mobile ecosystem. This includes setting up virtual lab configurations to emulate customer’s complex deployment and integration scenarios across major EMM/MDMs, Active Directory, and Wi-Fi.

### 1.9. Samsung Mobile Vulnerability Bulletin Service

The Samsung mobile vulnerability Bulletin service is offered to Samsung Enterprise Tech Support customers providing timely updates on newly discovered/reported security concerns that may impact Samsung mobile devices, and the remediation steps being undertaken. Customers are required to sign an NDA to be able to receive this service. The Samsung Mobile Vulnerability Bulletin Service in conjunction with Security Blog [https://security.samsungmobile.com](https://security.samsungmobile.com), provides enterprises with the information they need to provide a secure mobile platform to run their business.

The Samsung Mobile Vulnerability Bulletin provides the following information:

- **Common Vulnerabilities and Exposures and System Vulnerability and Effectiveness reference**
  The CVE/SVE reference is used to identify known security threats
- **Description of the Vulnerability**
  Overview of the vulnerability and a brief history of the exploit
- **Affected Devices**
  List of Samsung models impacted by the vulnerability
- **Samsung Security**
  Protections by Samsung technologies such as Knox against the vulnerability
- **Resolution**
  Remediaion steps and OS release, or planned release to address the vulnerability
- **Mitigation and Technical Solutions**
  Workarounds and other mitigations to minimize impact until remediation solution
2. Response charter

2.1. Severity definition

**Level 1 (Urgent)**

The supported product is not operational. A significant number of Users are impacted. No workaround is immediately available.

Examples of Severity Level 1:
- The operation for a significant portion of the business is severely impacted or halted.
- There are a significant number of incidents over a short period of time in a high-impact environment
- Loss of service or productivity to a C-Level executive

**Level 2 (High)**

Widespread or sporadic impairment of the supported product. The incident is impacting a moderate number of users and is affecting normal business operation, but workarounds are available.

Examples of Severity Level 2:
- Supported product performance degradation
- Incident highly impacts Customer’s ability to do work, but development or production can continue for a reasonable amount of time before the incident becomes critical

**Level 3 (Normal)**

An incident that causes impairment to portions of the supported product. The incident impacts a small number of users and minimally impacts normal business operation.

Examples of Severity Level 3:
- Low impact with acceptable workaround in place
- Occurs intermittently, inconsistently

**Level 4 (Low)**

An incident that causes minor impairment to portions of the supported product. The incident has little or no impact to users and normal business operation. This category can apply to support of a general nature.

Severity Level 4 situations include:
- The customer has a "how-to" question
- Configuration change
2.2. Response times

Samsung Enterprise Tech Support provides access for your IT team, with the expectation that first line support activities (Tier1 & Tier2) to resolve basic end user support incidents have already been completed.

Samsung recommends Severity 1 support cases to be created by calling directly into the Tier 3 Technical Support team with the full issue details to initiate troubleshooting and issue management.

**Email/Portal response**

<table>
<thead>
<tr>
<th>Severity</th>
<th>Advanced/Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1</td>
<td>2 Business hours</td>
</tr>
<tr>
<td>Severity 2</td>
<td>2 Business hours</td>
</tr>
<tr>
<td>Severity 3</td>
<td>2 Business hours</td>
</tr>
<tr>
<td>Severity 4</td>
<td>2 Business hours</td>
</tr>
</tbody>
</table>

2.3. Status updates

New support requests are assigned a ticket number to manage the issue. Customer issue severities are mutually agreed with the Named Caller who initiated the request. Samsung’s standard status schedule is dependent on severity, although customers can request a longer status interval than specified.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Advanced/Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1</td>
<td>2 Business hours</td>
</tr>
<tr>
<td>Severity 2</td>
<td>12 Business hours</td>
</tr>
<tr>
<td>Severity 3</td>
<td>2 Business Days</td>
</tr>
<tr>
<td>Severity 4</td>
<td>5 Business Days</td>
</tr>
</tbody>
</table>
3. Support coverage

3.1. Troubleshooting device and connectivity issues

No other company understands Samsung device better than Samsung. With a detailed understanding of our devices and escalation paths, our team of experts is best suited to resolving questions and Samsung device interoperability issues.

Having access to new products prior to launch enables our experts to be ready to assist you in introducing the latest mobile technologies into your environment. They are able to guide customers through the changes introduced in new platforms and updated configurations that may be required to support your corporate standards.

Samsung Enterprise Tech Support can assist in troubleshooting issues involving device displays, chipsets, cameras and performance issues such as battery and memory management. They can also assist in connectivity and location service issues including GPS, NFC, Modem, Wi-Fi, VPN, Bluetooth and cellular connectivity including dropped calls.

3.2. Device OS support

Technical support provides direct access to our team of mobile operating system experts. They are available to assist your IT team with the constant evolution of new mobile operating systems and releases, by maximizing the benefits and capabilities for your organization. With our expert’s in-depth knowledge of mobile operating systems, they can address questions or interoperability challenges posed with migrating mobile operating system versions, software and security updates, E-mail synchronization, device encryption, and certificate-based authentication.

3.3. EMM/MDM Interoperability

Enterprise Mobility Management (EMM)/Mobile Device Management can create challenges for IT teams integrating new devices or OS. With years of experience with most major EMM platforms our team can augment your IT staff by providing in-depth troubleshooting and offer guidance on the best configuration settings for your environment to meet your mobility needs. Our Samsung Technical Support experts are able to supplement your existing EMM vendor’s support, providing collaborative support to identify root cause with your EMM/MDM vendor. However, Samsung Technical Support does not replace your EMM vendors’ support, nor provides maintenance patches for the EMM.

You may request that Samsung initiate support requests on your behalf to your chosen MDM software provider. In order for Samsung to initiate these requests, Samsung asks that you provide any required authorizations (for example, agency letters or non-disclosure terms) to your MDM software provider so that we can contact the MDM Software provider on your behalf. We will also need to share certain information with the MDM software provider, including device logs for the purposes of providing the Services. Once you and your MDM software provider have confirmed that Samsung can initiate these requests, please forward a copy of your support terms and the authorizations to your Samsung account manager. Once the authorizations are in place and Samsung has received your support terms, Samsung will
use commercially reasonable efforts to resolve your support requests with MDM Software providers in accordance with your support terms. If a problem arises with the MDM Software, and we are unable to resolve a problem ourselves, Samsung will contact your MDM Software provider and create a “problem incident” or “trouble ticket” on your behalf. Samsung will follow the process set forth in your support terms and will monitor the problem resolution process on your behalf until the MDM Software provider has provided a resolution, steps towards a resolution, workaround, configuration changes, or escalation of a bug report in accordance with your support terms.

3.4. **Collaborative support for enterprise applications**

Enterprise applications can have complex interactions with mobile devices and the operating system, with a constant cycle of OS upgrades, new mobile platforms and upgrades to the applications themselves. Our experts can assist in interoperability challenges with common enterprise applications. Collaborative support provides assistance with device and application configurations, in order to help identify when application performance does not meet expectations on Samsung’s mobile devices. This does not include support of the application itself nor the deployment of the application in your environment. Samsung may require a licensed copy of the application to be provided. If the enterprise application integrates into your back-end systems, then access to those systems may also be required for effective root cause analysis and issue resolution.

3.5. **KNOX Platform for Enterprise enhanced technical support**

Samsung Enterprise Tech Support can augment your existing Knox Platform for Enterprise support, with an enhanced response charter and direct access to our team with expert knowledge of Samsung’s Knox platform. Knox is a defense-grade security platform built into our latest mobile devices, protecting the integrity of the entire device, from the hardware to the application layer. Knox Platform for Enterprise can integrate directly into your EMM solution as an enhanced on-device container to isolate business and personal applications and data. Our support team can augment your team with an increased level of knowledge required to expedite troubleshooting and interoperability. Enhanced Technical support requires an active Knox Platform for Enterprise license subscription, which is not included as part of this support offering.

3.6. **KNOX configure enhanced support**

Enhanced technical support for Knox Configure (KC) provides troubleshooting assistance to IT admins utilizing the web-based service with deploying configurations and bulk applications to enrolled devices. Our team can provide assistance in remediating issues with devices being enrolled via the web portal and the enforcement of settings over-the-air, even after factory reset. Enhanced support requires existing KC license and support entitlement.

3.7. **Devices in scope**

Samsung will make a commercially reasonable effort to provide tech support on devices up to 3 years from date of purchase or date of activation or date of Samsung official end of sale notification, whichever date comes first.
4. Support Account Manager (SAM)

Samsung Enterprise Tech Support also gives you access to an assigned Support Account Manager (SAM) who serves as an extension of your team, working closely with the entire Technical Support organization to help ensure consistent management and prioritization of your critical support issues and mobility projects. Our goal is for the SAM to be your company’s trusted advisor and advocate within Samsung.

The SAM can assist in expediting cases within Technical Support helping to bring the right resources to bear and assisting in escalating support tickets. The SAM is not just reactive in nature; they can collaborate with you and your senior management to proactively review your mobility deployment strategy, identify challenges that could occur, and suggest remediation approaches and solutions to those challenges before they impact your business.

4.1. Regular reviews

The SAM will arrange a mutually agreed schedule of regular service reviews to help ensure the best level of service is being delivered. The reviews will provide a summary of activity levels, resolutions, as well as deeper dives into specific cases and discussions on open issues and deliverables. Detailed account reviews can be presented to customer executives on a monthly, quarterly or annual basis.

4.2. Case management

The SAM will organize cases according to business needs/business impact and work to align support resources appropriately. Customer’s submitted cases receive a special level of effort within the support systems to ensure those cases are handled in the required manner. The SAM is able to effectively communicate case priority and urgency by aligning cases to actual business requirements that are well documented and understood by the entire Technical Support organization.

4.3. Escalation management

The customer has the ability to escalate any case or service issue directly to their SAM. The SAM will work with resources within Technical Support and R&D and report progress to the customer. The SAM will also determine if any additional levels of internal escalation are warranted. Escalation directly to the SAM provides a single point of contact within Technical Support and allows the SAM to coordinate the escalation activity on the customer’s behalf.
5. Reporting and resolving product problems

Support Portal Overview

The Support portal provides an easy way to

- Search the Knowledge Base and cases.
- The updated announcement's from Samsung
- The latest case history for quick navigation
- Review and search for Knowledge Articles
- Submit tickets for support

① Global Search: User can search case and devices record.
② Dashboard: Show how many cases user created and other information about cases
③ User Profile: Users can check simple information about themselves
④ Menu: These are menu user can access Cases, Devices, Training and Contact us page

Submitting a support case online

① please visit [https://ets.support.samsung.com](https://ets.support.samsung.com) and log in with your credentials. Click My Cases tab
② click New button on the right side of the screen
③ please fill Product/Issued Country/Severity/Preferred End Date

![Case Creation Screen](image.png)
④ please fill basic information regarding the case

⑤ In the Subject line filed, please enter a brief summary of the request
   In the Description field, please provide:
   • In the Description field, please provide:
     o Description of issue and expected behavior
       ▪ The experienced behavior
       ▪ The business impact of the issue
       ▪ Duration issue has been occurring for
       ▪ Can the issue be reproduced
     o Impacted device information
       ▪ Carrier
       ▪ Device model number
       ▪ OS, build number
     o Number of affected devices, approx. % of total mobile deployment
     o Other pertinent detail (EMM/MDM, mail system, apps, comments)
⑥ please click Upload Files button and search your local machine for the files you want to attach.

Emailing support

Named Callers can also submit a support ticket to Samsung by sending an email to the following email address: case.asia@samsung.com

Subject line

If you are sending an email to request the creation of a new support request then please provide a brief summary of the request as the subject line of the email.

If your email is in regards to an existing support request, then please respond to the existing ticket thread to avoid inadvertently opening a new ticket.

Email body

Section 1.3 of this document provides a list of information that should be included in the body of the email to assist in the resolution of your support request. Please provide as much detail of the issue/request as possible, to avoid any unnecessary delays due to requests for additional information.

Please also provide a summary of the business impact to help ensure the request is handled at the correct business priority level.

Attachments

Additional information such as screenshots and log files can be attached to the email request.

To ensure correct delivery of the email request the total size of attachments should not exceed 5MB and be limited to a maximum of 10 attachments.
The Terms and Conditions of Samsung Business Services (Enterprise Tech support) can be found from samsungknox.com web page.