

SAMSUNG

Enterprise Tech Support Service Guide



Service Guide
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¹ Available in EMEA(Europe, Middle East and Africa)

1 SERVICE OVERVIEW

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.

Downtime and inefficiency equal loss in productivity. That's why Enterprise Technical Support offers direct access to a team of enterprise mobility experts. Samsung Enterprise Tech Support will help the organization's IT team maximize the returns from their mobility investment. Whether it is troubleshooting, preparing for the next OS release or exploring new and innovative ways to use Samsung phones, tablets or wearables, Samsung is here to support the customer.

1-1. Service description

The Enterprise Tech Support team provides after-sales support to B2B Customers.

The team of experts is able to handle and resolve technical issues related to Knox and its services (Knox Platform for Enterprise, Knox Manage, Samsung E- FOTA, Knox Configure, Knox Mobile Enrollment, as well as a variety of other software-related issues), device support (display, battery management, memory management, camera issues), operating system (updates, drivers, configuration), connectivity location services (GPS, NFC, WI-FI, VPN, Bluetooth), emails (integration of exchange active sync, native email client), and enterprise mobility management (new device addition, OS upgrades and MR upgrades).

With three options of support, the customer can easily choose the one that fits their organization best. The offering includes Advanced Tech Support (Tier-3 support), Elite and Elite Multinational Tech Support (Tier-3 support with account management and service reviews).

Features		Advanced	Elite	Elite Multinational
Access to tier-3 experts	Named Callers	2	6 ¹⁾	6 ¹⁾
	Supported Locations	Single country	Single country	Multiple countries ²⁾
	Support requests	Unlimited	Unlimited	Unlimited
	Phone, Portal, Email support	✓	✓	✓
	Operation hours (Severity 1) ³⁾	10 x 5	24 x 7	24 x 7
	Operation hours (Severity 2,3,4) ³⁾	10 x 5	10 x 5	10 x 5
	Troubleshooting lab	✓	✓	✓
Response charter (Initial response time)	Severity 1	2 business hours	1 hour	1 hour
	Severity 2	24 business hours	4 business hours	4 business hours
	Severity 3	48 business hours	24 business hours	24 business hours
	Severity 4	72 business hours	48 business hours	48 business hours
Security	Samsung vulnerability bulletin service	✓	✓	✓
Technicians training	Online technical training	✓	✓	✓
	On-site technical training	-	One time ⁴⁾ (1 day)	One time ⁴⁾ (1 day)
Support account management	Designated Support Account Manager	-	✓ ⁵⁾	✓ ⁵⁾
Customer on-site visit	Scheduled kick-off / business review	-	One time (1 day)	One time (1 day)
	Scheduled on-site technical support	-	One time ⁶⁾ (up to 3 days)	One time ⁶⁾ (up to 3 days)
Reporting	Incident status reporting (web based)	✓	✓	✓
	Quarterly written activity report	-	✓	✓
	Regular teleconference review	-	✓	✓
Support coverage	Support devices (Samsung)	Tablets, Smartphones, Wearables	Tablets, Smartphones, Wearables	Tablets, Smartphones, Wearables
	Troubleshooting issues	✓	✓	✓
	OS tech support	✓	✓	✓
	Samsung branded preloaded apps/SW	✓	✓	✓
	Samsung enterprise solution (Knox, E-FOTA)	✓	✓	✓
	EMM/MDM interoperability	✓	✓	✓
	Collaborative support for enterprise applications	✓	✓	✓

1) Expandable with Additional Named Caller Option and Named Callers have to be in EMEA (Europe, Middle East and Africa)

2) Supported device location is multiple countries but Named Callers have to be in EMEA (Europe, Middle East and Africa) only.

3) 8am-6pm (CET / CEST) biz hours, Mon-Fri; weekends, holidays, and after hours on call duty (See section 1.2)

4) Available in EMEA (Europe, Middle East and Africa)

5) Expandable with Additional SAM (Support Account Manager) Option

6) Expandable with Additional On-Site Support Option and Available in EMEA (Europe, Middle East and Africa)

Ordering information		Advanced	Elite		Elite Multinational
Purchasing units		Per customer	Per customer	Per device	Per customer
Minimum Order Quantity		-	-	200	-
SKUs	1 Year (12 Months)	MI-OVCPAA1/EUR	MI-OVCPAB1/EUR	MI-OVCPXB1/EUR	MI-OVCPAB1/REG
	2 Years (2 x 12 Months)	MI-OVCPAA2/EUR	MI-OVCPAB2/EUR	MI-OVCPXB2/EUR	MI-OVCPAB2/REG
	3 Years (3 x 12 Months)	MI-OVCPAA3/EUR	MI-OVCPAB3/EUR	MI-OVCPXB3/EUR	MI-OVCPAB3/REG

It is possible to extend the initial number of devices covered by the Elite contract (per device model). E.g. Elite per device customer with 200 devices can add additional 100 devices under the existing contract for the current period.

1-2. Supported languages, hours and countries

Depending on the offering Samsung Enterprise Tech Support will be provided to single/multiple countries. The details of this support are as follows:

	Supported Device location	Named Caller location	Supported Language	Enterprise Tech Support Team Location	Business Hours	Support Windows
Advanced	Single country	Single country	English	Poland	8AM – 6PM ¹⁾ Mon - Fri (CET/CEST)	24 x 7
Elite	Single country	Single country				
Elite Multinational	Multiple countries	Multiple countries within EMEA ²⁾				

1) EU, EEA and Switzerland is provided Monday to Friday (excluding holidays*) between 8am-6pm (CET /CEST).

2) EMEA means Europe, Middle East and Africa.

In Advanced Tech Support and Elite Tech Support both Named Callers and devices need to be located in the same country within EMEA region (Europe, Middle East and Africa).

Elite Multinational Tech Support Customers can have their Named Callers located in multiple countries within EMEA region (Europe, Middle East and Africa) and devices can be located worldwide.

For certain service options (Elite/Elite Multinational) and severity (Severity 1 only), support will also be provided on weekends and after regular service hours by an on-call support agent.

Samsung does not restrict the number of sites or locations within a country.

* List of holidays :January 1, January 6, Monday after Easter, May 1, May 3, Corpus Christi, August 15, November 1, November 11, December 25, and December 26

1-3. Named Callers

Named Callers (Designated Contacts), are employees of the customer's organization who are authorised to create and request updates on service tickets. Named Callers should have administrator rights and authorised 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 with someone possessing the required aptitude and knowledge.

Customers will be asked to designate a primary contact and provide the name, phone number, and e-mail address of those designated callers (named contacts) upon purchasing a technical support offering.

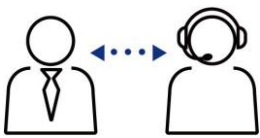
Depending on the offering ETS customers may appoint:

- a. up to 2 Named Callers in Advanced Tech Support
- b. up to 6 Named Callers in Elite and Elite Multinational Tech Support. In the case of Elite Multinational, Named Callers have to be in EMEA(Europe, Middle East and Africa) only.

Named Callers are the sole liaisons between the customer and Samsung for technical support. Anyone not on the Named Caller list in an organization will be referred to the primary named contact for the organization, who can then request the caller be added to the Named Caller list, as long as the user does not exceed the maximum number of Named Callers to the support option purchased. If the addition of a new user exceeds the maximum number of Named Callers, the primary contact can request a substitution of an existing Named Caller which will then come into effect 14 days after written notice to the Samsung Enterprise Tech Support team.

Elite and Elite Multinational Technical Support customers have the ability to extend the number of Named Callers. The Additional Named Caller option (MI-OVCSA1X/EUR) may be purchased at any time and multiple times, with each purchase adding 2 (two) Named Callers. Advanced Technical Support cannot be expanded with the Additional Named Caller option.

1-4. Single point of contact



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

1-5. Troubleshooting lab

The Technical Support troubleshooting lab is used to simulate customer's environment, helping to identify the root cause of an issue 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.

Samsung Enterprise Tech Support serves its customers with the expectation that first line support options (Tier 1 & Tier 2) have been exhausted and all the activities needed to resolve basic end-user support incidents have been completed.

1-6. Samsung mobile vulnerability bulletin service

The Samsung mobile vulnerability bulletin service is offered to Samsung Enterprise Technical 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 prior to receiving this service.

The Samsung Mobile Vulnerability Bulletin Service, in conjunction with Samsung's regular Security Blog <http://security.samsungmobile.com>, provides enterprises the information they need to maintain a secure mobile platform to run their business.

The Samsung Mobile Vulnerability Bulletin Service provides the following information:



- Common Vulnerabilities and Exposures as well as 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
 - Protection by Samsung technologies (such as Knox) against the vulnerability



- Resolution
 - Remediation 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

1-7. Technical trainings



Enterprise Tech Support trainings are designed to enable productive communication between ETS agents and customer's Named Callers as well as to help the customer in self-resolution of issues. The customer's representatives (Named Callers) must complete Enterprise Tech Support training prior to becoming Named Callers.

Thereafter, all Named Callers must refresh their trainings once every twelve (12) months or within three (3) months after major OS version release, whichever occurs first. Enterprise Tech Support training will be provided by Samsung staff either on-site at the customer's location (Elite and Elite Multinational in Europe, Middle East and Africa), or online. The scope of Enterprise Tech Support training topics required for completion will be determined by Samsung staff and will vary depending on the type of products deployed in the customer's environment.

2 COVERAGE

Enterprise Tech Support coverage



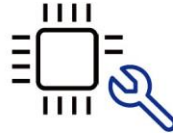
Knox

Knox Platform for Enterprise, Knox Manage, Samsung E-FOTA, Knox Configure, Knox Mobile Enrollment, software issues



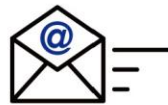
Connectivity Location services

GPS, NFC, WI-FI, VPN, Bluetooth



Device support

Display, battery management, memory management, camera issues



Emails

Integration of exchange active sync, native email client



Operating system

updates, drivers, configuration



Enterprise mobility management

New device addition
OS Upgrades and MR's upgrades

2-1. Scope of support

Enterprise Tech Support provides support to B2B Customers in the following areas:

- Customer-escalated tickets
- Current engineering or any code-level maintenance support
- On-site tech support at customer's location (Europe, Middle East and Africa only)
- Samsung-branded preloaded apps
- Samsung E-FOTA
- Knox product line
- DeX mode in Samsung-branded preloaded apps
- Samsung OS upgrades and MRs
- EMM/MDM Interoperability support
- Samsung device OS support¹⁾
- Collaborative support for enterprise applications
- Troubleshooting devices and connectivity issues

¹⁾ Depending on device, scope of support might vary

2-1. (1) Troubleshooting devices and connectivity issues

Having access to new products prior to launch enables Samsung's experts to be ready to assist the customer in introducing the latest mobile technologies into their environment on day one. Samsung's experts are able to guide customers through the changes introduced in the new platforms and updated configurations that may be required to support the customer's 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. It can also assist in connectivity and location service issues including GPS, NFC, Modem, Wi-Fi, VPN, Bluetooth and cellular connectivity including dropped calls.

2-1. (2) Device OS support

Samsung Enterprise Tech Support provides support for Samsung OS management and its services; the OS support offered may be based on updates management, configuration, and a specific customer set up.

2-1. (3) EMM/MDM Interoperability support

The customer may request that Enterprise Tech Support initiate support requests on its behalf to a chosen MDM software provider. In order for Enterprise Tech Support to initiate these requests, the customer must provide any required authorisations (for example, authorisation letters or non-disclosure terms), to Samsung and their MDM software provider of choice so that Enterprise Tech Support can contact the MDM Software provider on its behalf. The customer will also need to share certain information with the MDM provider, including device logs for the purposes of providing the Services. Once the customer and the MDM provider have confirmed that Samsung can initiate these requests, a copy of the support terms and the authorisations needs to be provided to Samsung. Once the authorisations are in place and support terms have been received, Samsung will use commercially reasonable efforts to resolve the support requests with MDM Software providers in accordance with the support terms.

If a problem arises with the MDM Software and Enterprise Tech Support is unable to resolve the issue, Enterprise Tech Support will contact the MDM Software provider and create a "problem incident" or "trouble ticket" on the customer's behalf. Enterprise Tech Support will follow the process set forth in the customer support terms and will monitor the problem resolution process on the customer's 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 the customer support terms.

2-1. (4) Collaborative support for enterprise applications

Enterprise Tech Support will 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 or the deployment of the application in the customer's environment. Enterprise Tech Support may require a licensed copy of the application to be provided. If the enterprise application integrates into customer back-end systems, then access to those systems may also be required for effective root cause analysis and issue resolution.

2-1. (5) Devices in scope

Samsung will make a commercially reasonable effort to provide tech support for 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.

2-2. Out of scope

Enterprise Tech Support will provide support services to customers with an agreed quantity and models of Samsung mobile devices with the exception of devices and services that have been listed below.

The following activities are out of scope with this engagement:

- Services that are not described within a customer's designated support level as outlined above
- Support when a virus is detected on the customer's systems - Samsung assumes no responsibility for data loss when asked to assist a customer with the removal of a virus
- System administrator functions that are the customer's responsibility including, but not limited to:
 - Installation/configuration/testing/tuning of third-party non-factory installed applications, components or products
- Hardware repair service
- Backup and restoration of the customer's system(s) and related data
- Management of customer-tailored parameters
- Creation/modification of scripts that are unique to the customer's environment
- Product training including customized operational/technical procedures
- Custom programming or custom application development for the customer
- Services related to application software support, database implementation, population and administration, execution of data loading procedures, and data archiving and recovery
- Services issues resulting from the following causes:
 - Negligence, misuse, or abuse by the customer or any third party;
 - failure to operate equipment in accordance with Samsung's recommended specifications;
 - failure to perform regular preventive maintenance activities;

- acts of third parties;
- improper implementation or operation of software; and
- failure to perform those actions as recommended by Samsung during technical troubleshooting
- Services issues related to unsupported products, once the cause has been isolated to the unsupported product and communicated to the customer
- Samsung Technical Support Services does not cover issues with customer networks, third party software solutions or hardware issues
- Offering support directly to end users who are not Named Callers. Only Named Callers can interact with Samsung Enterprise Tech Support

3 RESPONSE CHARTER

3-1. Severity classification

Severity1 (Urgent) is an incident whereby the assigned product or service is not operational. A significant number of users are impacted. No workaround is immediately available. Urgent situation examples include:

1. Product is down or halted, severely impacting normal business operation
2. There is a significant number of incidents over a short period of time in a high-impact environment
3. Loss of connectivity to a significant number of devices

Severity2 (High) is an incident which causes widespread or sporadic impairment of a part of the product or service. The incident is impacting a moderate number of users and is affecting normal business operation, but workarounds are available. High situation examples include:

1. Product performance degradation
2. 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 urgent and business critical

Severity3 (Normal) is an incident that causes impairment to portions of the product or service. The incident impacts a small number of users and minimally impacts normal business operation. Normal situation examples include:

1. Low impact with acceptable work-around in place
2. Occurs intermittently, inconsistently

Severity4 (Low) is an incident that causes minor impairment to portions of the product or service. The incident has little or no impact to users and normal business operation. This category can apply to support of a general nature. Low situation examples include:

1. "How-to" questions
2. Configuration change

3-2. Initial response time

Samsung Enterprise Tech Support will provide a meaningful response to the customer's request within the Initial Response Time defined herein.

This response may be advice on how to approach the case from the customer's side, an explanation about how Samsung is going to handle the case, or any other information that's pertinent to remedying the customer's need as defined in the request.

Severity	Advanced	Elite	Elite Multinational
Severity 1	2 business hours	1 hour	1 hour
Severity 2	24 business hours	4 business hours	4 business hours
Severity 3	48 business hours	24 business hours	24 business hours
Severity 4	72 business hours	48 business hours	48 business hours

4 ELITE

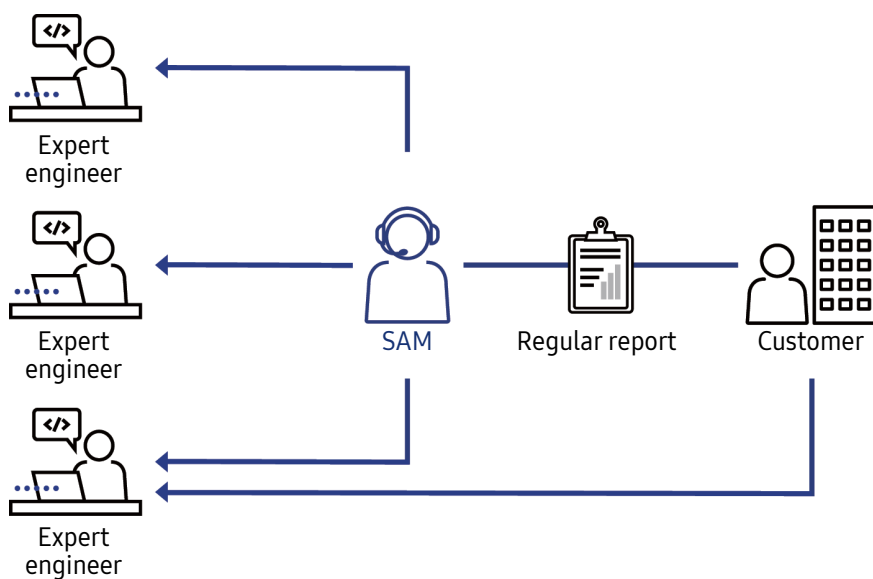
4-1. Support Account Manager (SAM)

In addition to 6 Named Callers, Elite and Elite Multinational Technical Support also provides the customer access to a designated Support Account Manager (SAM), who serves as an extension of the customer's team, working closely with the entire Technical Support organization to help ensure consistent management and prioritization of critical support issues and mobility projects. The SAM is the customer's trusted advisor and advocate within Samsung.

The SAM assists in expediting cases within Technical Support, helping to allocate the right resources and assisting in escalating support tickets. The SAM is not just reactive in nature but can collaborate with customers/partners and IT departments to proactively review the mobility deployment strategy, identify challenges that might occur, and suggest remediation approaches and solutions to those challenges before they impact the customer's business.

An additional Support Account Manager (SAM) may be required when a customer has multiple sites in different time zones from where the primary SAM is located, or when a customer prefers to have each of their sites looked after by a designated SAM resource.

The Secondary SAM will perform services in line with what the primary SAM delivers and can be purchased at an additional cost (MI-OVCSAMX/EUR).



4-2. Regular service review

The SAM will arrange a mutually agreed-upon schedule of regular service reviews to help ensure that the best level of service is being delivered. The reviews will include a summary of activity levels, resolutions, as well as deeper dives into specific cases and discussions on open issues and deliverables.

Detailed teleconference account reviews can be presented to customer executives on a monthly, quarterly and/or annual basis.

Should the customer request the SAM's on-site visit, whether this be for a regular service review or any other reason, it can be attained using the additional on-site tech support option (MI-OVCS01X/EUR).

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 Enterprise Tech Support and report progress to the customer. The SAM will also determine if any additional levels of internal escalation are warranted. 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 technical support organization.

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.

4-4. On-site technical support



With Elite and Elite Multinational, the customer may request one "On-site tech support" visit (one per contract year, up to 3 consecutive days), providing the issue is logged as per standard procedure through the service portal. The service is restricted to Severity 1 technical issues only. On-site tech support will be delivered by a Samsung internal technical resource at the customer's choice location within EMEA (Europe, Middle East and Africa), unless otherwise stipulated in the contract. Samsung will strive to resolve the issue using commercially reasonable effort however it does not guarantee that during an on-site visit the incident will be resolved.

Should the customer request further on-site tech support, whether it be an extension of the first visit or a separate one altogether, it can be attained using the additional on-site tech support option. (MI-OVCS01X/EUR).

* Excludes T&E (travel and expenditure)

5 PER-INCIDENT SUPPORT

Customers calling into Samsung Enterprise Tech Support that do not have a valid support entitlement or authorised Named Caller will be directed to Samsung's Consumer support. Customers wishing to receive Enterprise Tech Support have the option to purchase a single per incident pack. (MI-OVCSA2X/EUR).

5-1. Up to 8 hours of troubleshooting

Purchasing per-incident support allows the caller up to 8 hours of case handling time by a Samsung expert, to work on a single incident. A single support incident is defined, at Samsung's sole discretion, as a discrete problem whose origin is deemed to be isolated to a single root cause. Samsung will strive to resolve the issue using commercially reasonable best efforts but does not guarantee that a support incident will be resolved, or that the incident will be resolved within the 8-hour period.

If the incident requires more than 8 hours to resolve, the customer will be obliged to purchase an additional single per-incident pack, or an annual support contract. If the incident is resolved in less than 8 hours, any remaining time is not transferable to any other incident. If a per incident pack is purchased in advance, the entitlement for the support incident will expire after 180 days.

5-2. Credit to annual contract

Customers who purchase per-incident support can receive a credit of up to the purchase price, or list price of the per-incident offering, whichever is lower, against the list price of one year of a Samsung Enterprise Tech Support Advanced, Elite and Elite Multinational annual support contract, as long as that purchase is made within 30 days on the per-incident purchase.

6 SUPPORT PROCESS

6-1. Customer responsibilities

Examples of customer responsibility for support and system maintenance include, but are not limited to, the following:

- Daily/weekly operator preventive maintenance tasks
- Providing Enterprise Tech Support with accurate information about systems and software deployed and in operation in order to enable accurate and efficient troubleshooting of submitted incidents
- Providing Enterprise Tech Support with a current list of all solutions' license key to be supported on the subscription
- Ensuring that Named Callers associated with an account are verified on a regular basis and any changes to assigned Named Callers are communicated to Enterprise Tech Support
- Carrying out site preparation and related environmental requirements
- Maintenance of a centralized reference library for relevant product and system documentation
- Archive, back-up, recovery, and periodic testing plans
- Assisting Enterprise Tech Support to research and verify compatibility of recommended software patches
- Performing basic, initial problem isolation and identification before reporting an incident to Enterprise Tech Support
- Participating in evaluating problem escalation priorities, when necessary
- Coordinating, facilitating, and participating in periodic support reviews and technology meetings
- Providing support on products not supported by Samsung and Enterprise Tech Support
- Scheduling change implementation activity
- Reviewing system change activity prior to implementation
- Providing facilities outside the production environment to test changes before implementation
- Ownership of approval to change to the system
- Performing verification of functionality after a change to the system

6-2. Onboarding

To aid in providing ownership and responsibility, the customer will be contacted at the beginning of the support engagement to document and understand the requirements related to the supported services. To help expedite issue resolution and become adherent to the customer's security policy, Enterprise Tech Support requires the completion of a customer environment questionnaire.

As part of the on-boarding process, the customer is requested to register IMEIs of all Samsung mobile devices that should be under the scope of the Enterprise Tech Support contract. This also applies to devices purchased during the currency of the contract. Non-registered devices will not be covered by support activities of the Enterprise Tech Support team. Instruction on how to register devices will be provided during the initial kick-off meeting.

Enterprise Tech Support will review the Technical Support Tools and processes available as well as provide guidance on developing a support strategy so that the customer's support team has visibility and the required knowledge about tools and processes in order to be able to maximize the benefit of Samsung's support offerings.

6-3. New support request

For new support requests received, Samsung will open a ticket, provide its request number to the Named Caller and confirm the customer's incident severity.

To ensure prompt handling, the customer is required to have the following information available when submitting a request:

- Service ID
- IMEI number
- Contact info including name, email address & phone number(s)
- Previously assigned support ticket (if applicable)
- Description of issue and expected behaviour
 - The experienced behaviour
 - Business impact of the issue
 - Duration the issue has been occurring for
 - Reproducibility of the issue
- Impacted device information
 - Carrier
 - Device model number
 - OS, build number
- Number of affected devices
- Other pertinent details (EMM/MDM, mail system, apps, comments)

Samsung will use commercially reasonable efforts to resolve a support ticket but makes no guarantees that it will 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 the customer fails to respond to a request for additional information within five (5) business days.