

SAMSUNG Enterprise Technical Support Service Guide



Service Guide
(EMEA, Asia)
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1 SERVICE OVERVIEW

Samsung Enterprise Technical 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 Technical Support will help the organization's IT team to 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 Technical 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 Suite, Knox Platform for Enterprise, Knox Manage, Knox E-FOTA, Knox Configure, Knox Mobile Enrollment, Knox Guard, 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, Elite and Elite Technical Support.

Features		Advanced ¹⁾	Elite	Elite Multinational ²⁾
Access to experts	Named Callers	2	6 ³⁾	6 ³⁾
	Supported Location	Single country	Single country	Multiple countries ²⁾
	Support requests	Unlimited	Unlimited	Unlimited
	Phone, Portal, Email support	✓	✓	✓
	Operation hours (Severity 1) ⁴⁾	Biz hours(10 x 5)	24 x 7	24 x 7
	Operation hours (Severity 2,3,4) ⁴⁾	Biz hours (10 x 5)	Biz hours (10 x 5)	Biz hours (10 x 5)
	Troubleshooting lab	✓	✓	✓
	Remote session	-	✓	✓
Response charter (Initial response time)	Severity 1	2 biz hours	1 hour	1 hour
	Severity 2	4 biz hours	2 biz hours	2 biz hours
	Severity 3	12 biz hours	12 biz hours	12 biz hours
	Severity 4	24 biz hours	24 biz hours	24 biz hours
Advantage program	Online technical training	✓	✓	✓
	On-site technical training	-	One time ⁵⁾ (1 day)	One time ⁵⁾ (1 day)
	Beta program	-	✓	✓
Support account management	Designated Support Account Manager	-	✓ ⁶⁾	✓ ⁶⁾
Kick-off meeting	kick-off meeting	✓	✓	✓
On-site technical support	Scheduled on-site technical support	-	One time ⁷⁾ (up to 3 days)	One time ⁷⁾ (up to 3 days)
Reporting	Incident status reporting (web based)	✓	✓	✓
	Samsung vulnerability bulletin service	✓	✓	✓
	Quarterly written activity report	-	✓	✓
	Regular teleconference review	-	✓	✓
Support coverage	Support devices (Samsung)	Tablets, Smartphones, Wearables	Tablets, Smartphones, Wearables	Tablets, Smartphones, Wearables
	Troubleshooting issues	✓	✓	✓
	OS technical support	✓	✓	✓
	Samsung branded preloaded apps/SW	✓	✓	✓
	Samsung enterprise solution (Knox) ⁸⁾	✓	✓	✓
	EMM/MDM interoperability	✓	✓	✓
	Collaborative support for enterprise applications	✓	✓	✓

1) The availability of 'Advanced' service may vary depending on country.

2) Elite Multinational offering is available for customers in Europe, Middle East, Africa and Asia only.

Supported device location is multiple countries but Named Callers have to be in Europe, Middle East, Africa and Asia only. See section 1.2

3) Expandable with Additional Named Caller Option. See section 1.3

4) Biz hours are set out in section 1.2.

5) Available in the country(Elite) or region(Elite Multinational) where the customer contracted. See section 1.7

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

7) Expandable with Additional On-Site Support Option. See section 4.4

8) If the customer has separate commercial licenses for Knox, etc.

Ordering information	Advanced	Elite		Elite Multinational
Purchasing units	Per customer	Per customer	Per device	Per customer
Minimum Order Quantity	-	-	200	-

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 language, hours and locations

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

- ✓ Supported language : English
- ✓ Supported locations
 - Advanced and Elite : Contracted single country
 - Elite Multinational¹⁾ : Supported device locations are multiple, but Named Callers have to be in Europe, Middle East, Africa and Asia only
- ✓ Support windows : 24 x 7
- ✓ Biz hours²⁾ : 8am-6pm (Mon-Fri)

1) Elite Multinational offering is available for customers in Europe, Middle East, Africa and Asia.

2) Biz hours are as below.

	Biz hours	List of Holidays
EMEA (Europe, Middle East and Africa)	8am-6pm(CET/CEST) excluding 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
Asia	8am-6pm(GMT+7) excluding holidays	January 1, Chinese New Year, Bali Hindu New Year, Isra Mi'raj, Good Friday, May 1, Waisak Day, Ascension Day of Jesus Christ, June 1, Hari Raya Idul Fitri, Idul Adha, August 17, Islamic New Year, Prophet Muhammad's Birthday, and December 25

In Advanced Technical Support and Elite Technical Support both Named Callers and devices need to be located in the same country within Europe, Middle East, Africa and Asia. On-site training and technical support are available in contracted country.

Elite Multinational Technical Support customers can have their Named Callers located in multiple countries within Europe, Middle East, Africa and Asia region only. Business hours will be respectively applied to either EMEA or Asia, according to the region where Named Caller is located. Supported devices can be located worldwide. On-site training and technical support are available in Europe, Middle East, Africa and Asia region.

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.

1-3. Named Callers

Named Callers (Designated Contacts), are employees of the customer's organization who are authorized 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 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.

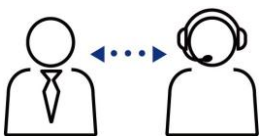
Depending on the offering ETS customers may appoint:

- a. up to 2 Named Callers in Advanced Technical Support
- b. up to 6 Named Callers in Elite and Elite Multinational Technical Support. In the case of Elite Multinational, Named Callers have to be in Europe, Middle East, Africa and Asia 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 Technical Support team.

Elite and Elite Multinational Technical Support customers have the ability to extend the number of Named Callers. The Additional Named Caller option may be purchased at any time and multiple times, with each purchase adding 2 (two) Named Callers per additional Named Caller SKU. 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.

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. Advantage program



Enterprise Technical Support provides advantage programs; technical training and beta program.

Enterprise Technical 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) can complete Enterprise Technical Support training prior to becoming Named Callers.

Enterprise Technical Support training will be provided by Samsung staff either on-site¹⁾ at the customer's location²⁾ for Elite and Elite Multinational customers, or online. The scope of Enterprise Technical 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.

Beta Program is to allow Enterprise Technical Support customers(for Elite and Elite Multinational customers) to pre-test their ecosystem of solutions on Samsung devices with pre-release of Android OS and Samsung S/W prior to launch:

e.g. ensure smooth transition at launch of new Android OS and Samsung S/W (ex, Samsung e-mail)

For example, in OS Beta Program³⁾ customer can check OS compatibility with MDM / VPN and customer's own apps to prevent issues after OS update. E-mail Beta Program provides efficient and friction-less way to test and give feedback and ensures smooth transition at launch of new Samsung E-mail client releases.

Details such as test period and how to participate to the program are provided by SAM (Support Account Manager), and customers can start the Beta program by clicking on the click-thru agreement (in customer portal). The success of the Program depends on your active participation.

1) Excludes T&E (travel and expenditure)

2) Elite customer is available in contracted country. Elite Multinational customer is available in Europe, Middle East, Africa and Asia.

3) OS Beta program could be available depending on region.

2 COVERAGE

Enterprise Technical Support coverage



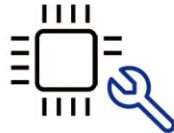
Knox

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



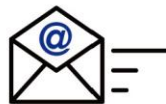
Connectivity Location services

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 Technical 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, Africa and Asia only)
- Samsung-branded apps preloaded on Samsung mobile devices
- 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 Technical 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 Technical 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 Technical Support initiate support requests on its behalf to a chosen MDM software provider. In order for Enterprise Technical Support to initiate these requests, the customer must provide any required authorizations (for example, authorization letters or non-disclosure terms), to Samsung and their MDM software provider of choice so that Enterprise Technical 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 authorizations needs to be provided to Samsung. Once the authorizations 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 Technical Support is unable to resolve the issue, Enterprise Technical Support will contact the MDM Software provider and create a "problem incident" or "trouble ticket" on the customer's behalf. Enterprise Technical 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 3rd party commercial enterprise applications

Enterprise Technical Support will assist in interoperability challenges with 3rd party commercial 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 Technical 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 technical 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 Technical 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
- Application development, and application development support such as code reviews, requests and inquiries regarding development environments, tools and SDKs*.
 - * Knox SDKs can be supported through Knox Partner Program.
 - * Exceptionally, Knox Server API integration post-sales issues can be supported by Enterprise Technical Support after integration completion.
- 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 Technical 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 Technical 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	4 business hours	2 business hours	2 business hours
Severity 3	12 business hours	12 business hours	12 business hours
Severity 4	24 business hours	24 business hours	24 business hours

4 ELITE

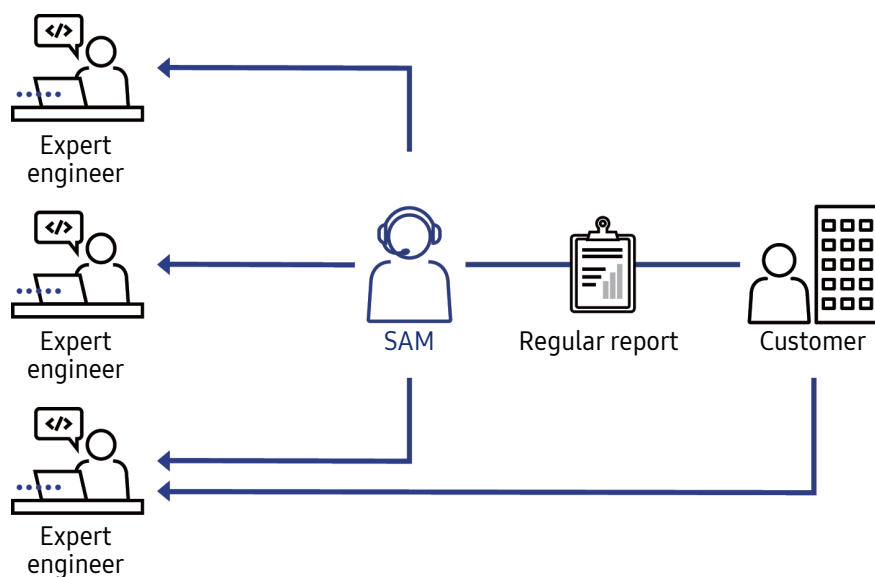
4-1. Support Account Manager (SAM)

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.



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 technical support option.

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 Technical 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 support¹⁾



With Elite and Elite Multinational, the customer may request one "On-site technical 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 technical support will be delivered by a Samsung internal technical resource at the customer's choice location²⁾, 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 technical support, whether it be an extension of the first visit or a separate one altogether, it can be attained using the additional on-site technical support option.

1) Excludes T&E (travel and expenditure)

2) Elite customer is available in contracted country. Elite Multinational customer is available in Europe, Middle East, Africa and Asia.

4-5. Remote session

Elite and Elite Multinational Technical Support allows the customer to request for a direct remote session with a Samsung expert in order for the expert to discuss, reproduce, and gather information about the issue the customer is facing. The session (up to 2 hours) allows ETS engineers to work on affected devices basing on the customer's internal environment in order to troubleshoot and resolve the case in a more efficient manner.

5 PER-INCIDENT SUPPORT

Customers calling into Samsung Enterprise Technical Support that do not have a valid support entitlement or authorized Named Caller will be directed to Samsung's Consumer support. Customers wishing to receive Enterprise Technical Support have the option to purchase a single per incident pack.

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 Technical 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 PER INCIDENT ON-SITE SUPPORT¹⁾

Before customers have a valid Samsung Enterprise Tech Support entitlement, customers wishing to receive on-site technical support of Enterprise Technical Support have the option to purchase a single per incident on-site pack.

6-1. Up to 8 hours of on-site technical support

Purchasing per-incident on-site support allows the customer to request one day "On-site tech support" visit 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 and is restricted to one-time support. 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) or Asia, unless otherwise stipulated in the contract.

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 during one-day on-site visit.

If the incident requires more than 8 hours to resolve and the customer requires additional support for it, the customer will be obliged to purchase an additional single per-incident pack or a single per-incident on-site 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 on-site pack is purchased in advance, the entitlement for the support incident will expire after 180 days.

A customer can purchase only up to two of per-incident on-site support packs. If they want additional support after purchasing two packs, they're required to purchase an annual support contract.

1) Excludes T&E (travel and expenditure)

7 SUPPORT PROCESS

7-1. 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 Technical 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 Technical 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 Technical 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 Technical Support to research and verify compatibility of recommended software patches
- Performing basic, initial problem isolation and identification before reporting an incident to Enterprise Technical 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 Technical 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

7-2. 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 Technical 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 Technical 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 Technical Support team. Instruction on how to register devices will be provided during the initial kick-off meeting.

Enterprise Technical 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.

7-3. 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.