

SAMSUNG Enterprise Technical Support Service Guide



Service Guide
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TABLE OF CONTENTS

1. SERVICE OVERVIEW	04
1-1. Service description	04
1-2. Supported language, hours and locations	06
1-3. Named Callers	07
1-4. Single point of contact	07
1-5. Troubleshooting lab	07
1-6. Samsung mobile vulnerability bulletin service	08
1-7. Advantage program	09
1-8. On-site technical support	09
2. COVERAGE	10
2-1. Scope of support	10
2-1. (1) Troubleshooting devices and connectivity issues	11
2-1. (2) Device OS support	11
2-1. (3) EMM/MDM Interoperability support	11
2-1. (4) Collaborative support for 3 rd party commercial enterprise applications	11
2-1. (5) Devices in scope	11
2-2. Out of scope	11
3. RESPONSE CHARTER	13
3-1. Severity classification	13
3-2. Initial response time	14

4. KNOX QUICKSTART	15
4-1. Knox QuickStart Overview	15
4-2. Knox QuickStart Components	15
4-3. Discovery Phase	15
4-4. Knox Onboarding	15
4-5. Health Check	16
4-6. Post-sales follow-up support	16
5. ELITE	17
5-1. Support Account Managers (SAM)	17
5-2. Regular service review	18
5-3. Escalation management	18
5-4. Remote session	18
6. SUPPORT PROCESS	19
6-1. Customer responsibilities	19
6-2. Onboarding	20
6-3. New support request	20
7. PER-INCIDENT SUPPORT	21
7-1. Up to 8 hours of troubleshooting	21
7-2. Credit to annual contract	21
8. PER-INCIDENT ON-SITE SUPPORT	22
8-1. Up to 8 hours of on-site technical support	22

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 issue resolution 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, assistance with implementing new OS releases or exploring ways to fully use Samsung phones, tablets, 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 Mobile Enrollment, Knox E-FOTA, Knox Asset Intelligence, Knox Manage, Knox Platform for Enterprise, Knox Service Plugin, Knox Remote Support, Knox Capture, Knox Authentication Manager, Knox Configure, 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, Bluetooth), emails (integration of exchange active sync, native email client), and enterprise mobility management (new device addition, OS upgrades and MR upgrades).

With four options of support, the customer can easily choose the one that fits their organization best. The offering includes Knox QuickStart, Advanced, Elite and Elite Multinational Technical Support.

Features		Knox QuickStart ¹⁾	Advanced ¹⁾	Elite	Elite Multinational
Service Term	Service Term	3 months	Per year	Per year	Per year
Customer contacts	Named Callers	2	2	Unlimited	Unlimited
	Supported Location	Single country	Single country	Multiple countries within one region ²⁾	Multiple countries
Support Incidents	Support Incidents	3	Unlimited	Unlimited	Unlimited
Access to experts ³⁾	Direct access to T3	✓	✓	✓	✓
	Operation hours (Severity 1) ⁴⁾	Biz hours	Biz hours	24 x 7	24 x 7
	Operation hours (Severity 2,3,4) ⁴⁾	Biz hours	Biz hours	Biz hours	Biz hours
	Troubleshooting lab	-	✓	✓	✓
	Remote session	-	-	✓	✓
Response charter (Initial response time)	Severity 1	4 biz hours	2 biz hours	1 hour	1 hour
	Severity 2	8 biz hours	4 biz hours	2 biz hours	2 biz hours
	Severity 3	12 biz hours	12 biz hours	12 biz hours	12 biz hours
	Severity 4	24 biz hours	24 biz hours	24 biz hours	24 biz hours
Advantage program ⁵⁾	Online technical training	✓	✓	✓	✓
	Beta program	-	-	✓	✓
Consultancy Services ⁶⁾	Knox product introduction	✓	✓	✓	✓
	Knox onboarding assist	Up to 16 hours	✓	✓	✓
	EMM Migration to Knox Manage	-	-	✓	✓
	Quarterly Product Update	-	-	✓	✓
Support account management	Designated Support Account Manager	-	-	✓ ⁷⁾	✓ ⁷⁾
Kick-off meeting	kick-off meeting/service onboarding	✓	✓	✓	✓
On-site technical support	Scheduled on-site technical support ⁸⁾	Add-on	Add-on	One time (up to 3 days)	One time (up to 3 days)
Reporting	Incident status reporting (web based)	✓	✓	✓	✓
	Samsung vulnerability bulletin service	✓	✓	✓	✓
	Quarterly written activity report	-	-	✓	✓
	Regular teleconference review	-	-	✓	✓
Support coverage	Supported devices	Samsung Mobile Devices ⁹⁾	Samsung Mobile Devices ⁹⁾	Samsung Mobile Devices ⁹⁾	Samsung Mobile Devices ⁹⁾
	Troubleshooting issues	✓	✓	✓	✓
	OS technical support ¹⁰⁾	✓	✓	✓	✓
	Samsung branded preloaded apps/SW	✓	✓	✓	✓
	Samsung enterprise solution (Knox) ¹¹⁾	✓	✓	✓	✓
	EMM/MDM interoperability	✓	✓	✓	✓
	Collaborative support for enterprise applications	✓	✓	✓	✓

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

2) One region refers to either EMEA (Europe, Middle East and Africa), Asia Pacific, or Americas. See section 1.2

3) Named Callers are eligible to contact expert engineers via customer portal or dedicated email address

4) Biz hours are set out in section 1.2.

5) Available for smartphone and tablet only

6) Detailed information about the Consultancy Services can be found in the separate Consultancy Service Guide document.

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

8) Available in the contracted country or region; Only Canada is available in Americas. Purchasable or expandable with Additional On-Site Support Option. See section 1.8

9) Smartphones, Tablets, Wearables

10) Only Android, Tizen, Wear OS

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

Ordering information	Knox QuickStart	Advanced	Elite		Elite Multinational
Purchasing units	Per customer	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
 - Knox QuickStart and Advanced : Contracted single country
 - Elite : Supported devices and Named Callers located in multiple countries within a single region, either EMEA (Europe, Middle East and Africa), Asia Pacific or Americas
 - Elite Multinational : Supported devices and Named Callers located in any region
- ✓ Support windows : 24 x 7 for case registration
- ✓ Biz hours¹⁾ : 8am-6pm (Mon-Fri) excluding public holidays

1) Biz hours are as below.

Region	Biz hours
EMEA (Europe, Middle East and Africa)	8am-6pm (CET/CEST)
Asia Pacific	8am-6pm (GMT+7)
Americas	8am-8pm (EST/EDT)

In Knox QuickStart and Advanced Technical Support, both Named Callers and devices must be registered in the same country. Support is available exclusively within the contracted country.

Elite Technical Support customers can have their Named Callers and devices in multiple countries within one region only: EMEA, Asia Pacific or Americas. On-site training and technical support are available in contracted region; Only Canada is available in Americas.

Elite Multinational Technical Support customers can have their Named Callers located in multiple countries. Business hours will be respectively applied to either EMEA, Asia Pacific or Americas, 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, Asia-Pacific region and Canada.

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 individuals authorized by the customer's organization to create and request updates on service tickets. This may include both employees of the organization and any third-party representatives entrusted to manage the customer's mobile infrastructure. 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.

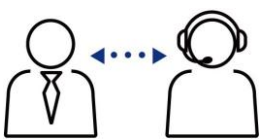
Customers will be asked to designate a primary contact and provide the name, phone number, and e-mail address of those designated callers (named contacts) upon purchasing a technical support offering.

Depending on the offering ETS customers may appoint:

- a. up to 2 Named Callers in Knox QuickStart and Advanced Technical Support
- b. Unlimited Named Callers in Elite and Elite Multinational Technical Support.

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. For Knox QuickStart and Advanced Technical Support, the number of Named Callers is restricted to 2 active slots. Named Caller addition must follow only if the limit is not exceeded or customer purchased additional Named Caller slots. 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 within 14 days after written notice to the Samsung Enterprise Technical Support team.

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 opportunities for online technical training, webinars and early access OS software beta programs.

The online technical trainings are designed to enable efficient communication between Samsung and partner's Named Callers in self-resolution of issues.

The training topics will be determined by Samsung. All Named Callers are required to refresh their trainings especially after major OS updates or Knox version releases.

Elite and Elite Multinational customers can benefit from Beta Program which allows them 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 Program¹⁾ customer can check OS compatibility with MDM / VPN and customer's own apps to prevent issues after OS update.

Details such as test period and how to participate to the program are provided by SAM (Support Account Manager).

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

1-8. 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. Optionally, instead of "On-site technical support" visit, the customer may request for "On-site technical training" session (once per contract year, up to 3 consecutive days).

Should the customer request further on-site technical support, whether it be an extension of the first visit or a separate one, it can be attained using the additional on-site technical support option.

With Knox QuickStart and Advanced, the customer can purchase the on-site technical support or training using the additional on-site technical support option. On-site technical training will be delivered by a Samsung internal technical resource at the customer's choice location²⁾, unless otherwise stipulated in the contract.

1) Excludes T&E (travel and expenditure)

2) Available in the contracted country or region; Only Canada is available in Americas

2 COVERAGE

Enterprise Technical Support coverage



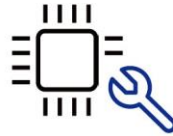
Knox

Knox Suite, Knox Platform for Enterprise, Knox Manage, Knox E-FOTA, Knox Configure, Knox Guard, Knox Mobile Enrollment, Knox Capture, Knox Asset Intelligence, etc.



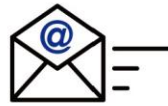
Connectivity Location services

GPS, NFC, WI-FI, Bluetooth



Device support

Display, battery management, memory management, camera issues



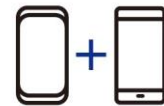
Emails

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
- On-site tech support at customer's location (Europe, Middle East, Africa, Asia Pacific and Canada 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

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, Bluetooth and cellular connectivity (e.g. dropped calls).

2-1. (2) Device OS support

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

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

When a Samsung-EMM/MDM interoperability issue requires assistance from the Customer's EMM/MDM, Samsung can work together with the EMM/MDM vendor to investigate the problem with the presence of the Customer. To start the process, the Customer needs to open a case with their EMM/MDM provider and invite Samsung to join conference calls or email communications to work with the EMM/MDM vendor. Samsung might need to share the Customers' certain information with the EMM/MDM provider such as device logs.

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 devices¹. 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 commercially reasonable efforts to provide technical support for devices according to their individual lifecycle. You can find more details in the Samsung's official support notifications such as the official end of sales notice or firmware security updates policy.

¹ Only for Android, Tizen and Wear OS

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*.
 - * Exceptionally, Knox 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
- Devices obtained outside of normal carrier or certified reseller channels

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 and 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	Knox QuickStart	Advanced	Elite	Elite Multinational
Severity 1	4 business hours	2 business hours	1 hour	1 hour
Severity 2	8 business hours	4 business hours	2 business hours	2 business hours
Severity 3	12 business hours	12 business hours	12 business hours	12 business hours
Severity 4	24 business hours	24 business hours	24 business hours	24 business hours

4 KNOX QUICKSTART

* After the pilot in 2026.1H, this will be launched in the selected markets only.

4-1. Knox QuickStart overview

Knox QuickStart is a comprehensive offering designed to seamlessly onboard customers into the Knox ecosystem. It provides a bundled solution that integrates both pre-sales onboarding with targeted post-sales support, ensuring a smooth and efficient beginning for customers using Knox products. The service focuses on delivering tailored guidance and resources to help customers understand and implement Knox solutions effectively. By combining these elements, Knox QuickStart aims to reduce onboarding time and enhance customer satisfaction. In addition, it ensures that customers receive ongoing support to address any challenges which they may encounter after deployment. All in all, Knox QuickStart is a strategic initiative aimed at streamlining the adoption of Knox solutions and maximizing their value for enterprise clients.

For all necessary details, including pre-requisites, requirements, service limitations and the available Knox product list, please see the Consultancy Services Appendix – section 4 (pages 8 – 19).

4-2. Knox QuickStart components

<p>Initial meeting: Discovery Phase</p>	<p>Pre-sales component: Knox Onboarding</p>	<p>Post-sales component: Ability to Raise ETS Cases</p>
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4-3. Discovery phase

The initial meeting is a remote session where a Samsung representative engages with the customer to identify the Knox solutions the customer wishes to onboard. During this session, the Samsung representative explores the customer's specific use cases and requirements to determine the most suitable Knox offerings. This discovery process ensures that the onboarding aligns with both the customer's business goals and technical needs.

Additionally, the Samsung representative will create a Statement of Work based on the necessary discussion and conclusions which will then be utilized the framework for the Knox Onboarding session.

4-4. Knox Onboarding

Knox onboarding as a session involves a Samsung representative working closely with the customer to prepare and configure the specific Knox solution environment. The representative provides detailed guidance on setting up the necessary infrastructure, ensuring compatibility, and optimizing configurations for the customer's unique requirements. This hands-on approach helps customers achieve a seamless and efficient deployment of Knox solutions.

The Samsung representative will update the Statement of Work throughout the onboarding in order to keep track of the Knox Onboarding progress. Once Knox Onboarding concludes, the Statement of Work's final version will be delivered to the customer.

4-5. Health check

After a minimum of one week has passed since the Knox onboarding session was held, the Samsung representative will contact the customer to perform a health check. This activity aims to ensure that the customer executed the configuration according to plan which would eliminate the possibility of aberrances within the customer's device fleet.

A health check meeting may be scheduled at different times, dependent on agreement with the customer.

4-6. Post-sales follow-up support

The ability to raise technical cases ensures continued support for customers after completion of Knox onboarding. If challenges arise during the implementation phase or actual usage of the Knox solutions, customers can submit detailed technical cases to receive expert assistance. This proactive support mechanism helps resolve issues efficiently, maintaining smooth operations and maximizing the value of Knox solutions.

5 ELITE

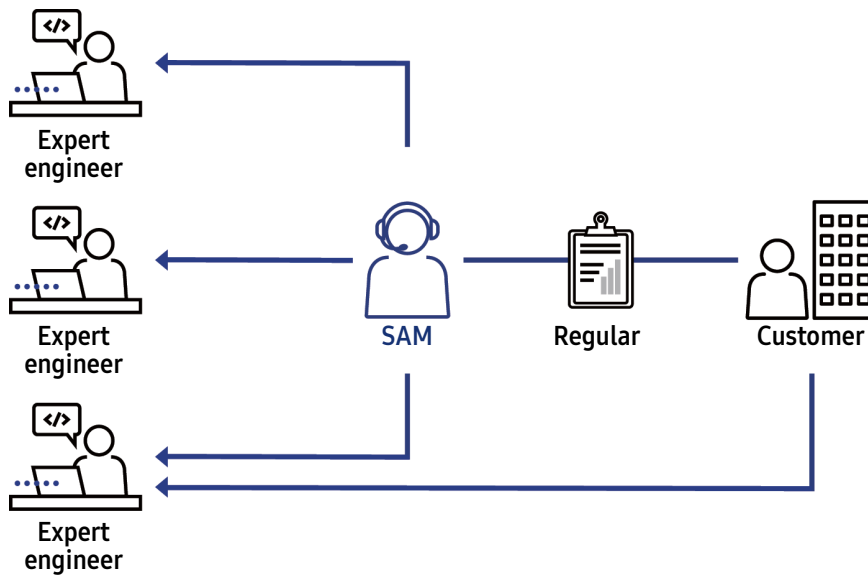
5-1. Support Account Manager (SAM)

Elite and Elite Multinational Technical Support provide the customer with the 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.

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.



5-2. 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.

5-3. 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.

5-4. 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.

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 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

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 Technical Support requires the completion of a customer environment questionnaire.

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.

6-3. New support request

For new support request, the Customer needs to open a ticket in the customer portal. Samsung expert engineers will confirm the incident severity.

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

- Service ID
- IMEI number or serial number
- Contact info including name, email address & phone number(s)
- Previously assigned support ticket (if applicable)
- Description of issue and expected behavior
 - The experienced behavior
 - 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.

7 PER-INCIDENT SUPPORT¹⁾

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.

(* This is available only in limited countries)

7-1. 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.

7-2. 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.

1) This is available only in limited countries

8 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.

8-1. 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), Asia Pacific or Canada, 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) This is available only in limited countries. Excludes T&E (travel and expenditure).