

## Enhanced Support – Service Description

As part of our Enterprise Edition Mobile device range and also available to purchase as a separate Business Service Pack, Samsung shall provide the following Services to purchasing Customers.

The service description below, together with the Samsung Standard Terms and Conditions and Cover Sheet (if applicable) comprise your agreement with Samsung for provision of the relevant Service(s).

### Enhance Service Pack

- KNOX Quickstart Go technical set-up services
- Ongoing telephone and remote support of hardware, OS, KNOX products and interoperability
- Device repair or replacement for Functional Failure hardware issues using the following service types\*
  - Next Business Day Exchange (Doorstep Exchange replacement option)
  - On-site doorstep repair (No published SLA)
  - Service centre 'walk in' repair
  - Pick up service (Courier collect & return)

For service packs SKUs that support Compute product the additional service types are also available

- On site engineer
- Disk swap
- Disk retention

If stated in the Cover Sheet order that you have also purchased add-ons to the Enhance service pack, the following additional services may be included within the scope of Services provided to Samsung to purchasing Customers.

### Protect Service Pack

- Available as an additional service pack.
- Provides incident-based device repair or replacement on a one incident per service pack basis

Enhance and Extend packs must be purchased on a 'one per device' basis. i.e. purchases 100 devices and 100 service packs to support them.

Protect service packs must be purchased on a 'one per incident basis', as a purchase of a future repair service i.e. purchase a fleet of 100 devices and a suitable number of Protect packs to support future Accidental Damage incidents. Purchase additional protect packs to 'top up' your account once the initial packs have been used up

### Service types available:

The service options below are available where the Customer has purchased Enhance service. The service selection can be made at the time of each incident.

	Mobile	Tablet	Chromebook	Laptop
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Pick up / return to base	Yes	Yes	Yes	Yes
Doorstep Exchange (courier)	Yes	Yes	Yes	Yes
Doorstep Repair	Yes	Yes		
On-site engineer incl disk swap				Yes
On site engineer with disk retention				Yes

## Description of included Services

### 1A - Quickstart Go

Upon request from a participating partner or from the Customer, a Samsung technical Knox specialist engineer will contact the Customer's IT Manager to provide assistance on setting up KNOX Manage as follows:

- Quickstart Go. A profile pre-created by Samsung will be added to the customer's Knox account
- The devices and users will be added to the customer's Knox account
- Samsung will hand over the new Knox environment to the customer

The Customer is responsible for going through the simple steps of creating their Knox account and providing all salient information to Samsung in order to perform the above services

### 1B - Quickstart Go Plus

In addition to Quickstart Go Samsung will provide the following additional services

- An online questionnaire to enable the customer to request specific Knox Manage profile settings and the set-up of Knox Manage according to those responses
- Option to just configure Knox Mobile Enrolment in order to enable the customer using a supported third party MDM/EMM
- Configuration of Knox EFOTA according to the settings requested in the questionnaire
- Set up of Knox Asset Intelligence

Please note that Quickstart Go and Quickstart Go Plus are limited in scope to basic set-up and configuration of the device. These services are not a substitute for Professional Services either provided by Samsung or a Samsung Knox partner (which would be necessary for customers with more complex business needs, and, which would be subject to a separate charge). Both products come with scope restriction which are published by Samsung and is subject to change

During the contract period Samsung will also provide feature updates and regular 'health-checks' as well as ongoing advice as part of our ongoing commitments to Enhanced Service.

## 2. Telephone and remote support

Samsung will respond to support requests made by Customer end users by telephone, chat or web case via our UK-based Business Services Centre (BSC).

Samsung agents and engineers will provide how-to guidance and advice, problem diagnosis and technical support of the Samsung hardware and software. This may include, with the end user's permission, remote access to the device in order to more accurately diagnose faults and provide remedies to issues identified by the Customer (the Customer must provide consent prior to remote access being granted).

### 3. Hardware repair services

#### 3A. Next Business Day Doorstep Exchange

For all faults reported to our Business Services Centre before 3pm Samsung shall use reasonable endeavours to repair or replace the devices on the next business day. Customers will receive an A grade black replacement device delivered via Samsung's courier service. Samsung will collect the faulty device and deliver the replacement at the same time.

The process below shall be followed by Samsung and the Customer in the course of providing this Service:

- Samsung will confirm with the Customer that the device is not locked down by an MDM or other reset protection lock setting or will ask the customer to remove any such device control
- Samsung will check the serial number/IMEI number of the faulty device against their asset records and will make arrangements to despatch a courier. The case creator will be advised of the IMEI of the replacement device prior to despatch
- The replacement device will be delivered to the Customer who shall confirm acceptance / collection by signing the waybill.
- The faulty device will be returned to Samsung's centralised repair workshop where it will be "formatted", asset tag removed (if applicable) repaired and returned to the gold stock pool.
- The failed unit must be handed over at the same time as the gold stock is delivered. If the device is not available or is not the device expected, then the gold stock item will not be passed to the Customer and the swap will be aborted.
- The faulty device which is returned to Samsung must meet the following criteria:
  - o The faulty device must be in the described condition when the support case was created by the Customer and must have a warrantable failure. (manufacturing functional failure - not physical damage) unless the customer has purchased the separate Protect service pack which is a pre-payment for a repair or replacement of a device where the issue has been caused by accidental damage
  - o If the device is suffering from an issue which would mean Samsung would not be obliged to repair it under warranty, Samsung will not replace such a device as part of the service
  - o The device being returned must be same device which the Customer had notified to Samsung as faulty in the fault case created by the Customer

- On inspection, the device must not show evidence of previous repair attempts from a non-Samsung-approved repairer
- The fault to the device should not have been caused by the Customer or otherwise be a result of physical damage unless the customer has purchased the separate Protect service pack which is a pre-payment for a repair or replacement of a device where the issue has been caused by accidental damage

To be eligible for next business day service the issue must be logged with Samsung's contact centre (by the Customer's IT service desk) before 3pm; any issues logged after this time will result in a next business day + 1 replacement or collection. For example: if the issue is logged at 14:45 Monday 1st, the device will be collected or swapped before 18:00 Tuesday 2nd but if the issue is logged after 15:00 on Monday 1st the Device will be collected or swapped before 18:00 Wednesday 3rd.

*This service covers most locations in the UK (excluding the Scottish Highlands and islands, where longer wait times may apply) but is not available in the Republic of Ireland.*

### 3B: Doorstep repair

Subject to availability, Samsung will despatch a mobile repair vehicle to the Customer's premises to provide a repair of a defective device. Prior to such despatch Samsung will:

- Confirm with the Customer that the device is not locked down by an MDM or other reset protection lock setting
- Send a link to the Customer in order that they can select-select a suitable time and location for the repair

If the device is found to have an issue which would mean Samsung would not be obliged to repair it under warranty, Samsung will not repair or replace such a device as part of the service

*This service covers most locations in the UK but is not available in the Republic of Ireland. The list of locations currently available (which Samsung may vary from time to time) can be found at the following link: <https://samsungrepair.com/near-me>*

### 3C: Service centre 'walk in' repair

Samsung operates a network of service centres throughout the UK in our Samsung Experience Stores (SES) or Samsung Services centres (SSC). Provided that the device is not locked down by an MDM/EMM or other reset protection lock setting, an end user working for the Customer can do the following to arrange repair of their defective device:

- Contact Samsung's BSC to arrange for a repair in a suitable SES or SSC
- Or go directly to their local SES/SSC without an appointment
- If the device is found to have an issue which would mean Samsung would not be obliged to repair it under warranty, Samsung will not repair such a device as part of the service

Service is available at the locations listed in the section of this Service Description entitled: "Locations for Doorstep Exchange Service" below. Please note that these locations may change from time to time.

### 3D: Pick-up service

Provided that the device is not locked down by an MDM/EMM or other Reset Protection Lock setting, Samsung will (after being notified of the issue by the Customer contacting the Samsung BSC) arrange for a courier collection of a faulty device, repair and then courier return back to the Customer.

- If the device is found to have an issue which would mean Samsung would not be obliged to repair it under warranty, Samsung will not replace such a device as part of the service

Pick up service is available as bulk repair service for any customer or partner operating their own gold stock swap service or simply looking to repair multiple devices at once..

### 3E On-site engineer. Available on Compute packs only

This service has three components:

- On site engineer.
  - o Samsung will (after being notified of the issue by the Customer contacting the Samsung BSC) arrange for an engineer to attend the Customer premises in order to fix or replace the faulty item
  - o Place of work can be a business or home location as advised by the Customer at the time of making the service request
  - o Mainland UK locations only
  - o The engineer will make an attempt to fix the fault on the faulty unit but this will be limited to a maximum of 15 minutes in order to ensure the Customer is not affected by an extended repair time
  - o If the device cannot be fixed in this way, the engineer will provide an identical model replacement
- Disk swap
  - o If requested to do so by the Customer the engineer will swap the original device hard drive and install it into the replacement unit
- Disk retention
  - o If requested to do so by the Customer the engineer will remove the original hard drive from the original device and leave it with the customer along with the whole replacement device.

- The Customer will be left with the replacement device with the blank hard drive and the original drive from their failed device. The engineer will leave the premises with the failed unit minus its hard drive
- This failed unit will be repaired and refurbished by Samsung and a new, blank drive will be installed before returning the item to Samsung's gold stock

In the process of any such activity of swapping hard drives at no time will the engineer access any data files on the drive nor will the engineer attempt to recover any data

Subject to clause A6.1 of the General Terms and Conditions, Samsung accepts no liability whatsoever from any data losses as a result of device failure or of disk replacement.

If the fault on the original device is identified as a disk failure than, at the Customer's request, Samsung will provide a replacement drive which can either be couriered to the Customer IT department or delivered and installed as per the above procedures

Once the device has been swapped the engineer will make a reasonable attempt to contact the customer IT team to connect back to the new device so they can enrol it to any or connect it to company systems in order for the device user to continue with work, but ultimate responsibility for this sits with the Customer.

On-site engineer time is limited to one hour.

Samsung are not responsible for adhering to Customer IT procedures or for any issues in accessing or using Customer systems. Any limitations to the Services as a result of these issues are the responsibility of the Customer. Whilst the engineer will provide assistance to the IT team, the time limitation (one hour maximum) applies. If Customer IT cannot be contacted, do not respond or are not able to complete the tasks for which it is responsible, Samsung is not responsible for bringing the end user back to working state, or for any liability which arises as a result of a failure on the Customer's part to do this. Samsung's responsibility is completed when the device has been fixed or replaced.

#### IMPORTANT NOTES FOR MOBILE REPAIR:

Please note the following important terms which apply to your use of the Services:

1. Samsung repair services include a full factory reset of the device. As Mobile Device Management (MDM) and other Enterprise Management (EMM) Software can block the process of factory reset, such Software needs to be removed or unenrolled from the device prior to the repair commencing. Once the device has been repaired this Software can be reinstalled.
2. The process also wipes all data and apps from the device and returns it to its original factory settings – therefore all devices should be fully backed up prior to commencing the repair process.

3. Devices will be updated to the latest firmware available for that model. Firmware cannot be reversed and Samsung does not allow repaired devices to leave a service centre with older firmware as this would represent a security risk
4. Prior to using any of the Services, the Customer is required to back up any important data stored on your product. Data (including but not limited to personal data, Contacts, photos, apps and settings configurations) may be lost during the provision of the Services and Samsung accepts no liability for any such loss of data.
5. Enhance and Extend packs may be purchased up to a maximum 180 days after the devices to which the Service relates has been purchased.
6. For Protect service packs, the packs can be bought at any time as long as the model of device purchased by the customer is available (as confirmed by any of Samsung's approved distributors).
7. After the end of the service term for the Enhance and Extend service packs, any further support provided by Samsung to you shall be on a chargeable basis for each incident
8. Previously-purchased Protect service packs may still be utilised after the normal support term has ended up to a maximum of 12 months after the term has expired.
9. In order for Samsung to provide the correct level of service, all devices onto which you wish Services to be provided must be registered with Samsung as part of the onboarding process. Please note that this includes Protect packs which, although not sold on a 'one per device' basis, still need to be registered in order that Samsung can maintain the correct level of gold stock to perform the Doorstep Exchange service.
10. Customers with a mixed fleet comprising different Samsung devices can utilise Protect packs for any model that is listed against the Protect pack SKU they have purchased but cannot utilise the service against models listed against Protect pack SKUs relating to other devices (e.g.if a Customer has purchased a Protect pack for an A52 device, this cannot be redeemed against an S21)..
11. Service Packs may be purchased from a different source than the devices to which they relate.

#### Redeeming Support

In order to use one of the above Services, the Customer should contact Samsung Business Services Centre through one of the following methods.

Mon- Fri 8am – 6pm

Web: <https://www.samsung.com/uk/business/support/mobile-devices/>

Call: 0330 726 2677

App: [Samsung Enterprise Support app](#)

## Telephone and remote support

In order to receive the remote or telephone support services from Samsung, the Customer's IT service desk, end user or the reseller from whom you purchased the service pack must provide as much of the following information as possible

For all support types:

- Contact details (name email address and mobile number)
- Serial or IMEI number of the device (for hardware issues)
- A description or synopsis of the fault
- Details of the software environment including other 3rd party services running on the devices
- Details on what remedies have been considered already
- The address for collection of the device and delivery of any replacement
- The preferred service type option if a repair is required

For software or fleet-wide issues the following information will be required

- OS Version
- Application/Software causing the issue if known
- Application Version Number
- Number of devices affected
- Build number
- Error Messages
- Screenshots/Videos if appropriate
- Is the issue reproducible
- If so, what steps will reproduce

If the resolution is escalated to a more technical team we may also ask for the following additional information

- Enrolment Type
- Event Logs
- Knox Portal Logs

As part of Samsung's continuous improvement mechanism, Samsung may ask the Customer to complete an optional feedback survey to measure satisfaction and to identify improvement opportunities.

## Exclusions

The Customer may not benefit from the above Services in the event that a device is subject to any of the following issues:

- Physical damage to the device unless the separate Protect pack, has been purchased, through which you pre-pay for a repair or replacement of a device in the event of physical damage
- Issues caused by use of any third-party equipment/software or repair of issues caused by or generated by third-party equipment/software.
- Any faults that arise from incorrect installation, environmental conditions or non-conformance to Samsung installation or usage guidelines.
- Any issues related to the devices interaction with a network, issues with content on the device or software configuration.



- Any perceived issues related to standard settings or functions that are unconfirmed as true functional failures.
- Repair or replacement of parts due to normal wear and tear (including battery decline due to natural deterioration of the battery unit, screen damage/ scuffs and screen burn.
- Repair of any faults caused as a result of storage or handling of the device by the Customer

#### Charging for breaches

In the event the Customer breaches any of the below obligations, Samsung may apply an additional charge, to be paid to the reseller from whom you have purchased your service packs per event. These charges include:

- Customer Responsibility issue as set out in the table below.

Per Event Charges Customer Responsibility issue	Consequence
Courier/engineer arrives at Customer's premises to respond to a service request and is refused admission, or is unable to fulfil the Service request due to either the device not being one which is covered by the Customer's Agreement with Samsung or by the Customer failing to comply with any requirement specified within this Service Description.	Aborted Collection Charge is applied to Customer (£15 per device for one way shipping, £25 per device for two way shipping, subject to Samsung's ability to increase this charge (acting reasonably) in the event the market rate for courier services increases. Aborted on-site engineer charge is £150
Doorstep Exchange device is despatched but customer fails to return the defective device to be swapped/ repaired within 7 days, or the device returned fails to meet the criteria specified in the doorstep exchange paragraph above	Device replacement charge (based on market value of the device at the time it needs to be replaced) is applied to customer
The fault to the repaired device is found, upon inspection, to have been deliberately caused by the Customer	Device replacement charge is (based on market value of the device at the time it needs to be replaced) applied to customer
Fair usage policy limitations are breached (see Appendix)	Customer is contacted to agree a way to provide the balance of services minus the service element being breached
Customer does not allow Samsung to remotely access the device and / or refuses to provide satisfactory information to enable Samsung to resolve the problem remotely	Excess service charge (£25 per device) is applied to the customer
If a device is returned for repair by the Customer but the repair cannot be completed as the device is locked down with Knox lock, an MDM or similar. Or if the Customer has advised the device has been de-registered but this proves not to be the case.	Excess service charge to be applied, at a rate of £25 per device if it is possible to unlock the device, or the Samsung's standard rate for replacement of a main board if is not possible
If device arrives back with PIN, Fingerprint or Google lock	

<p>applied after the Customer having agreed on the initial service call to remove such security protection</p>	<p>Excess service charge may be applied, at a rate of £25 per device</p> <p>if it is possible to unlock the device, or the Samsung's standard rate for replacement of a main board if is not possible</p>
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Appendix - Fair Usage Policy

- The Customer acknowledges and agrees that provision of the Services by Samsung is for genuine support issues only.
- If the number of service incidents from one Customer: exceeds the average % of repairs of all Samsung customers (pro-rated based on the Customer's size) by more than 50% then Samsung reserves the right to terminate this Agreement on 14 days' written notice and/ or indefinitely suspend the provision of the aspect of the Services which Samsung (acting reasonably) suspects of being abused.
- Samsung shall raise any such issues with the Customer within a reasonable time prior to exercising its remedies under this paragraph 9 and shall not act without first consulting with the Customer, and discussing whether other solutions may be available which might reduce excess support issues in the Customer's fleet of devices.

Locations for Doorstep Exchange service:

(On site engineer locations are in a separate table below this one)

Every postcode in the UK has Next Business Day capability except the below

## POSTCODES TWO DAY SERVICE

(Offshore Island deliveries will take longer than two days)

AB	31-35	41-54		52	ABERDEEN
AB	36-38	55-56		83	NORTHERN HIGHLANDS
FK	17-21			85	ARGYLL
G	83			50	GLASGOW
GY	9			72	GUERNSEY
HS	1-9			83	NORTHERN HIGHLANDS
IM		ALL		73	ISLE OF MAN
IV		ALL		83	NORTHERN HIGHLANDS
KA	27			86	ARRAN
KA	28			85	ARGYLL
KW	0-14			83	NORTHERN HIGHLANDS
KW	15-17			82	ORKNEY SHETLAND
PA	20-78			85	ARGYLL
PH	15-18			57	DUNDEE
PH	19-29	32-33	45-48	83	NORTHERN HIGHLANDS
PH	30-31	34-44	49-99	85	ARGYLL
TR	21-25			37	CORNWALL
ZE		ALL		82	ORKNEY SHETLAND

Locations for On site engineer service

The onsite engineer service is operated in mainland UK only (excluding offshore islands, Northern Ireland and the Republic of Ireland). The service is provided on a next business day basis, except for the following areas in the mainland UK:

Cornwall (provided on a next business day plus one basis)

The following postcodes in Scotland (provided on a next business day plus one basis):

IV	NBD +1
AB	NBD +1
DD	NBD +1
PA	NBD +1
KA	NBD +1
KW	NBD +1
PH	NBD +1
DG	NBD +1