Enterprise Tech Support Service Guide v1.8

September 2017

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1   SERVICE OVERVIEW

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

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

1.1   Service description

The Enterprise Tech Support team is expected to provide after sales support to B2B Customers. The Enterprise Tech Support team is able to handle and resolve technical issues relating to Knox and its services (Knox Workspace, Knox Premium, Samsung E- FOTA, Knox Customization, Knox Mobile Enrollment, software issues), device hardware support (Display, battery management, memory management, camera issues), Operating system (Encryption, 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's upgrades). With three levels of support available, a customer can easily choose the support level that best fits their organization.

The Offering includes Advanced Tech Support (Tier-3 support), Elite Tech Support (Tier-3 support with account management and service reviews) and Elite Plus (Tier-3 support with account management and service reviews + device replacement).

Elite Plus enhances Elite support with the option to provide device replacement entitlements based on the number of registered devices with a coverage percentage of up to 10% of the devices registered. While Advanced and Elite support an organization overall, the device replacement option can be aligned with an organization's specific projects and deployments on a per device basis.

Features		Advanced	Elite	Elite Plus
Purchasing Units		Per Customer	Per Customer	Per device
Access to Tier-3 Experts	Named Callers	2	6 [1)]	6 [1)]
	Supported Locations	Single	Multiple within Country	Multiple within Countr

				γ
	Support Requests	Unlimited	Unlimited	Unlimited
	Phone, Portal, Email Support	✓	✓	✓
	Operation hours (severity 1) [4]	10x5	24x7	24x7
	Operation hours (severity 2,3,4) [4]	10x5	10x5	10x5
	Troubleshooting Lab	✓	✓	✓
Response Charter (Initial Response Time)	Severity 1	2 hours	1 hour	1 hour
	Severity 2	24 hours	4 hours	4 hours
	Severity 3	48 hours	24 hours	24 hours
	Severity 4	72 hours	48 hours	48 hours
Technicians Training	Online Technical Training	✓	✓	✓
	On-site Technical Training	-	One time (1 day)	One time (1 day)
Support Account Management	Designated Support Account Manager	-	✓ [2]	✓ [2]
Customer on-site visit	Scheduled kick-off/business review	-	One time (1 day)	One time (1 day)
	Scheduled on-site technical support	-	One time [3] (up to 3 days)	One time [3] (up to 3 days)
Reporting	Incident status reporting (web based)	✓	✓	✓
	Quarterly written activity report	-	✓	✓
	Regular teleconference review	-	✓	✓
Support Coverage	Support devices (Samsung)	Tablet, Smartphone, Wearables	Tablet, Smartphone, Wearables	Tablet, Smartphone, Wearables
	Troubleshooting Hardware	✓	✓	✓
	OS Tech Support	✓	✓	✓
	Samsung Branded preloaded apps/SW	✓	✓	✓
	Samsung Enterprise Solution (KNOX, E-F OTA)	✓	✓	✓
	EMM/MDM interoperability	✓	✓	✓
	Collaborative support for enterprise applications	✓	✓	✓
Device replacement	Device replacement (up to 10%)	-	-	✓
	Next Business Day Delivery [5]	-	-	✓
	Samsung-managed Spare Pool [6]	-	-	✓
Ordering Information				
SKUs	1 Year (12 Months)	MI-OVCPAA1/EUR	MI-OVCPAB1/EUR	MI-OVCPAC1/EUR
	2 Years (2 X 12 Months)	MI-OVCPAA2/EUR	MI-OVCPAB2/EUR	MI-OVCPAC2/EUR
	3 Years (3 X 12 Months)	MI-OVCPAA3/EUR	MI-OVCPAB3/EUR	MI-OVCPAC3/EUR

1) Expandable with Additional Named Caller Option
2) Expandable with Additional SAM (Support Account Manager) Option
3) Expandable with Additional On-Site support Option
4) 8am-6pm (CET/CEST) biz hours, Mon-Fri + weekends and after hours on call duty
5) Certain restrictions apply to Next Business Day delivery, depending on timing and location
6) Customer to purchase a recommended amount of buffer stock

1.2 Customer responsibilities

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

- Daily/weekly operator preventive maintenance tasks.
- Providing Enterprise Tech Support with accurate information about systems and software being operated in order to allow accurate and efficient troubleshooting of submitted incidents.
- Providing Enterprise Tech Support with a current list of all solutions' license key to be supported on the subscription.
- To ensure that Named Callers associated with an account are verified on a regular basis and any changes to assigned Named Callers are communicated to Enterprise Tech Support.
- Site preparation and related environmental requirements.
- Maintenance of a centralized reference library for related product and system documentation.
- Archive, back-up, recovery, and periodic testing plans.
- Assisting Enterprise Tech Support to research and verify compatibility of recommended software patches.
- Perform basic, initial problem isolation and identification before reporting an incident to Enterprise Tech Support.
- Participate in evaluating problem escalation priorities, when necessary.
- Coordinate, facilitate, and participate in periodic support reviews and technology meetings.
- Support on products not supported by Samsung and Enterprise Tech Support.
- Schedule change implementation activity.
- Review system change activity prior to implementation.
- Provide facilities outside the production environment to test changes before implementation.
- Ownership of approval to change to the system. (??)
- Verification of functionality after a change to the system.

1.3   Supported languages, timings and locations

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

Languages	Location	Support windows
English	Poland	24x7

Support is provided for devices purchased in the EU, EEA and Switzerland, with Named Callers whose operating hours are within 8am-6pm (CET /CEST), Monday to Friday (excluding holidays)*. For certain service levels (Elite/Elite+) and severities (Severity 1 only), support will also be provided on weekends and after hours on call duty. In addition, Samsung does not restrict the number of sites or locations within a country where a customer can receive support for.

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

1.4   Named callers

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

Named callers are the sole liaisons between customers 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 level purchased. If the new user would exceed the maximum number of named callers, then the primary contact can request a substitution of an existing named caller which will then come into effect 14 days after written notice to Samsung Enterprise Tech Support team.

Advanced Technical Support customers receive 2 (two) Named Callers. Elite Technical Support customers receive 6 (six) Named Callers and have the ability to purchase additional Named Callers using the Additional Named Caller option below. The number of Elite Plus Named Callers is dependent on the number of devices agreed on by Samsung Enterprise Tech Support and the customer .The Additional Named Caller option (MI-OVCSA1X/EUR) may be purchased at any time multiple times, with each purchase adding 2 Named Callers and expanding coverage.

1.5   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.

1.6 Troubleshooting lab

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

Samsung Enterprise Tech Support provides support for the customer with the expectation of first line support activities (Tier 1 & Tier 2), in order to resolve basic end user support incidents that have already been completed. Samsung Enterprise Tech Support will assist in troubleshooting issues that are classified as business impacting and business blocking.

1.7 Samsung mobile vulnerability communication service

The Samsung mobile vulnerability communication service is an exclusive service to Samsung Enterprise Technical Support providing timely updates on newly discovered/reported security concerns that may impact Samsung mobile devices, and the remediation steps being undertaken. The Samsung Mobile Vulnerability Communication Service, in conjunction with Samsung's regular Security Blog http://security.samsungmobile.com/smrupdate.html, provides enterprises the information they need to provide a secure mobile platform to run their business.

The Samsung Mobile Vulnerability Communication 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
　　Work around's and other mitigations to minimize impact until remediation solution

1.8   Technical Training

The customer's representatives (Named Callers) must complete Enterprise Tech Support training prior to becoming Named Callers. Thereafter, all Named Callers must refresh their training once per twelve (12) months or within three (3) months after major OS version release, whichever occurs first. Enterprise Tech Support training will consist of courses which will be provided by Samsung staff either on customer site (Elite and Elite Plus only), or on-line. Topical scope of Enterprise Tech Support training required for completion will be determined by Samsung staff and will vary depending on type of products deployed in the customer environment.

2   COVERAGE

2.1   In Scope

Enterprise Tech Support is expected to provide support to B2B Customers on the following areas:

- Customers escalated tickets
- Current engineering or any code level sustenance support
- On-site tech support to customers
- Engineering, maintenance and operations of support centre IT and applications
- Hardware replacement
- Samsung branded preloaded apps
- Samsung E-FOTA
- Knox product line
- Samsung OS upgrades and MR's
- EMM/MDM Interoperability support
- Samsung device OS support
- Collaborative support for enterprise applications
- Troubleshooting devices and connectivity issues

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. Samsung's experts are able to guide customers through the changes introduced in new platforms and updated configurations that may be required to support the customer's corporate standards.

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

2.1.2   Device OS support

Advanced and Elite provides support for Samsung OS management and its services; the OS support offered could be based on updates management, configuration, and a specific customer set up.

2.1.3   EMM/MDM Interoperability support

The customer may request that Enterprise Tech Support initiate support requests on their behalf to a chosen MDM software provider. In order for Enterprise Tech Support to initiate these requests, the customer must provide any required authorisations (for example, authorisation letters or non-disclosure terms), to their MDM software provider of choice so that Enterprise Tech Support can contact the MDM Software provider on their 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 MDM provider have confirmed that Samsung can initiate these requests, a copy of 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 Tech Support is unable to resolve the issue, Enterprise Tech Support will contact the MDM Software provider and create a "problem incident" or "trouble ticket" on the customer's behalf. Enterprise Tech Support will follow the process set forth in the customer support terms and will monitor the problem resolution process on the customer's behalf until the MDM Software provider has provided a resolution, steps towards a resolution, workaround, configuration changes, or escalation of a bug report in accordance with the customer support terms.

2.1.4   Collaborative support for enterprise applications

Enterprise Tech Support will assist in interoperability challenges with common enterprise applications. Collaborative support provides assistance with device and application configurations, in order to help identify when application performance does not meet expectations on Samsung's mobile devices. This

does not include support of the application itself or the deployment of the application in the customer's environment. Enterprise Tech Support may require a licensed copy of the application to be provided. If the enterprise application integrates into customer back-end systems, then access to those systems may also be required for effective root cause analysis and issue resolution.

2.1.5   Device in scope

Enterprise Tech Support will provide support services to customers with an agreed quantity of Samsung mobile devices and agreed on models with the exception of devices and services that have been listed below. Samsung will make a commercially reasonable effort to provide tech support on devices up to 3 years from date of purchase or date of activation or date of Samsung official end of sale notification, whichever date comes first.

2.2   Out of scope

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 customer's systems – Samsung assumes no responsibility for data loss when asked to assist customer with the cleaning 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.
- Backup and restoration of customer's system(s), and related data.
- Management of customer-tailored parameters.
- Creation/modification of scripts that are unique to the customer's environment.
- Product training including customized operational/technical procedures.
- Custom programming or custom application development for customer.
- Services relating to application software support, database implementation, population, and administration, execution of data loading procedures, data archiving and recovery.
- Services issues resulting from the following causes:
    - customer or any third party's negligence, misuse, or abuse;
    - failure to operate equipment in accordance with Samsung 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 prescribed 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 Contacts. Only Named Callers can interact with Samsung Technical Support.
- For Elite Plus customers, any devices from outside the EU, Samsung won't be able to guarantee repair

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 are an inordinate number of incidents over a short period of time in a high-impact environment.
3. Loss of service on 1 or more MDM solutions.
4. Loss of connectivity to a significant number of devices

Severity2 (High) is an incident which causes widespread or sporadic impairment of 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. A high situation example includes:
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 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

Within Initial Response Time which is defined here, Samsung Enterprise Tech Support will provide a meaningful response to a customer's request. This response could 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.

Severities	Advanced	Elite	Elite Plus
Severity 1	2 hours	1 hour	1 hour
Severity 2	24 hours	4 hours	4 hours
Severity 3	48 hours	24 hours	24 hours
Severity 4	72 hours	48 hours	48 hours

4   ELITE

4.1   Support account managers (SAM)

In addition to 6 Named Callers, Elite Technical Support also gives 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 a company's trusted advisor and advocate within Samsung.

The SAM assists in expediting cases within Technical Support, helping to allocate the right resources to bear 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 mobility deployment strategy, identify challenges that could 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 a primary SAM delivers and can be purchased at an additional cost MI-OVCSAMX/EUR

4.2   Regular service review

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

4.3   Escalation management

The customer has the ability to escalate any case or service issue directly to their SAM. The SAM will work with resources within Enterprise Tech Support and report progress to the customer. The SAM will also determine if any additional levels of internal escalation are warranted. The SAM is able to effectively communicate case priority and urgency by aligning cases to actual business requirements that are well documented and understood by 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   Onsite technical support

With Elite and Elite+ a customer may request one visit, "On-site tech support" (One per contract duration, up to 3 days), provided the issue is logged as per standard procedure through the service portal . The service is restricted to priority 1 technical issues only.. On-site tech support will be delivered by a Samsung internal technical resource at the customer's choice location.

Should the customer want further On-site tech support,whether it be an extension of the first visit or an additional visit, it can be expandable with additional on-site tech support option (MI-OVCSO1X/EUR)

*Excludes T&E (Travel and expenditure)

5 ELITE PLUS – MOBILE DEVICE REPLACEMENT

[Internal Message: Subsidiary required to make sub-contract based on ECSO Master Contract with ASC]

The Samsung Enterprise Tech Support Elite Plus is a hassle-free easy alternative to managing the customer's own spare pool of replacement mobile devices. Elite Plus combines the benefits of the Elite offering with Device Replacement on damaged covered devices – up to 10% of the total covered fleet. Samsung understands that it's utmost important that employees experience as minimum time without a mobile device as possible, hence advanced shipment of replacement devices uses next business day delivery where possible.

5.1 Quote requirement

Elite Plus supports only Samsung mobile devices. To prevent purchase of coverage on devices which Samsung does not support, a submission of the device IMEI or unique identifiers such as serial numbers is required to be submitted to Samsung, prior to purchase.

Samsung will validate the submitted devices against models specification and carriers which are capable of being supported, and provide a quote with the number of devices eligible for the offering. While Elite Plus is designed to provide advanced exchange for all devices, in special cases a large volume exchange event may require that the damaged devices be shipped in to be repaired without an advanced exchange.

5.2 Exchange entitlements

The Samsung Enterprise Tech Support Elite Plus option provides device exchanges on up to 10% of devices under support per year. Hence for every 10 devices supported under Samsung Elite Plus, the customer's Elite Plus exchange entitlement account will receive one exchange entitlement. Each exchange/repair entitlement entitles the customer to the advanced shipment of a replacement device with the goal where possible of arriving the next business day.

When an exchange request is submitted to Samsung, the customer's Elite Plus account will be debited one exchange entitlement.

Samsung will make commercially reasonable efforts to provide a replacement device of the same model and specification as the damaged device. On delivery of the replacement device to the customer's location, the ownership of that device will transfer to the customer and the damaged device will transfer to Samsung.

Devices with an in-warranty covered issue that is submitted to Samsung through the Elite Plus program will count as the use of an advanced repair entitlement.

Exchange entitlements are only valid for the 12 month term of a Samsung Enterprise Tech Support Elite Plus annual entitlement and will expire the day before purchase date for the subsequent year. Unused exchange entitlements will not be rolled over to the following year. Customers purchasing multiple years of Elite Plus support will receive that year's allocation of exchange entitlements on the purchase anniversary of the initial entitlement.

5.3   Next business day advance exchange delivery

Samsung will aim to ship an advance replacement for next business day delivery to the customer, where the customer receives the replacement by 10:30 a.m., 12:00 noon, or end of day (depending on destination), provided that the request for advanced replacement was made before 1:00 pm (CET /CEST) the day before. Requests made after 1:00 pm (CET /CEST) to the Samsung support center will result in the shipment of the advance replacement the following business day, with an expected delivery of two business days after the request.

Samsung provides shipping only to locations within the EU. For other European locations within EEA that aren't in the EU or Switzerland where next business day delivery is not available, Samsung will use commercially reasonable efforts to ship replacement devices using the next fastest alternative.

Due to changing customer environments and new releases of operating systems, exchange device operating system versions cannot be guaranteed and may not be the same version as the damaged device. Inventory normally consists of the current version, but in some cases may be a lower version.

5.4   Devices covered

Samsung Enterprise Tech Support Elite Plus provides exchange for preregistered and certified devices, and can only be provided on devices that the customer has previously provided the IMEI's on as part of the per device reporting. Samsung Elite Plus can only provide coverage on the major European network operators and our carrier unlocked devices.

If the customer's environment has new devices of an existing covered device model, introduced on a regular basis, then with prior approval from Samsung the customer can submit monthly IMEI reports indicating the new and retired devices. If the sum of the total devices exceeds the already contracted number of devices then Samsung will request that additional device coverage is purchased co-termed to

end at the expiry of the existing agreement. If the total number of devices reduces below the previously contracted number of devices the customer will still be entitled to the original number of exchange entitlements and no refunds will be given. Once a device is retired it cannot then be covered again under Elite Plus without prior approval from Samsung.

To enable Next Business Day advanced exchange on the customer's devices, Samsung Enterprise Tech Support Elite Plus requires a 14 day lead time from a written letter of intent to purchase or the purchase itself (whichever comes first), before a Next Business Day delivery commitment can be met. Requests made with less than 14 days' notice may be delayed until devices and parts are available. New device models that have not been previously covered under the Elite Plus contract will require at least 14 days prior notice of the planned introduction of the devices and roll-out schedule.

Samsung will make a commercially reasonable effort to provide exchange/repair on devices up to 3 years from date of purchase, or the Samsung official end of sale notification, which ever date comes first. 3 year support is subject to Elite Plus coverage being purchased at the time of device purchase and continuous coverage until an advanced exchange is requested.

5.4.1   Minimum Device coverage

Elite Plus is purchased on a per device basis but requires a minimum purchase quantity of 500 devices. Customers wishing to add devices to an existing Elite Plus entitlement, or coverage of a deployment of devices over an extended period of time should contact their Samsung Support Account Manager (SAM), or a Samsung sales representative to determine the best coverage approach. Elite Plus provides a Support Account Manager (SAM), to organizations who have at least 2,000 devices under their Elite Plus coverage.

5.5   Exchanging damaged devices

Requests for an advanced replacement should be made through the standard Advanced/Elite incident submission process. After the customer submits a request for an advanced exchange, Samsung will confirm that the device is pre-registered and therefore covered under the Enterprise Tech Support Elite Plus program. Depending on the time the request is received, a device will be shipped the same or next business day to the address specified in the submission.

Once the replacement device has shipped, the customerwill then receive a shipping notification with the tracking number and shipping information. The shipping confirmation will also provide the IMEI of the exchange device to enable asset management and EMM enrollment. Samsung Knox Mobile Enrollment

allows EMM enrollment of new devices, while Knox Configure is a cloud based solution setting device configurations.

When the customer receive's notification that the replacement device has shipped, the customer will also receive the shipping information for returning the original damaged device to Samsung.

If at any one time more than 10% of the customer's entitled device exchanges have been dispatched and the damaged devices have not been returned, Samsung may require any additional damaged device to be shipped in for repair without providing an advanced exchange.

If the damaged device is still usable, Samsung recommends copying any important information to the new device and then perform a factory reset on the old device, to remove any personal or company sensitive information. There are many applications for transferring data from one Samsung device to another including Samsung Smart Switch Application.

http://www.samsung.com/uk/getting-started/smart-switch/

[Internal Message: Subsidiary required to adjust URL]

The customer is expected to remove any SIM cards and SD cards from the old device and place the device in the packaging that the replacement device was delivered in. Additionally a copy of the notification of replacement must be printed and included with the damaged device. Manuals, adapters, or power cords must not be included when returning the damaged device.

Prior to shipping the damaged device to Samsung, the IMEI of the damaged device should be deregistered from customer's EMM database.

5.5.1   Return damaged device within 14 days

The customer will have a maximum of 14 calendar days (the return period) from the shipment date of the replacement device to ship the damaged device using the prepaid shipping label supplied.
For example, areplacement device shipped on the 1$_{st}$ of the month will require the damaged device to be picked up by Samsung's courier by the end of the 14$_{th}$ day.

5.5.2   Failure to return a damaged device within the stipulated return period

If the customer or the Named Caller does not ship the damaged device within the return period, the customer' Elite Plus account will be debited one additional exchange entitlement. Samsung will send an alert to the Named Caller on or about day 10 if the damaged device has not been picked up by the carrier. Failure to receive the notification does not extend the return period.

5.5.3 Additional remedy for failure to return within 30 days

If the customer or the Named Caller does not return the damaged device within 30 days from the shipment date of the replacement device, the damaged device will be considered not returned and the customer will be subject to the following:
- Deduction of one exchange entitlement, in addition to the initial return period remedy stated above, from your organization's Elite Plus account;

or
- If without prior agreement from Samsung, a significant number of devices have not been returned or your organization has no remaining exchange entitlements, Samsung reserves the right to invoice the customer for the MSRP of the damaged device as of the Elite Plus Service Plan Start Date. Where multiple years of coverage are purchased, the Service Plan Start Date of the initial term applies.

  Prior to application of either remedy, Samsung will again endeavour to provide an alert at or around day 25 if the damaged device is not picked up by the shipping carrier. Failure to receive the notification does not constitute a reason for delays in return.

5.5.4 Remedy for returning an unregistered device

If the returned damaged device does not correspond to the IMEI of the registered device for which the exchange request was made, the following remedies will be applied:
- If a returned damaged device is not a registered IMEI but is of exactly the same type and model as a device already covered under the customer's Elite Plus coverage, then the customer's Elite Plus account will be debited one additional exchange entitlement (new devices purchased less than 30 days prior but not yet submitted to Samsung in an agreed Monthly IMEI report are exempt).

 If a returned damaged device is of a different type/model from your organization's existing registered Elite Plus devices then the customer's Elite Plus account will be debited two additional exchange entitlements, or charge the MSRP of the damaged device as of the Elite Plus Service Plan Start Date. Where multiple years of coverage are purchased, the Service Plan Start Date of the initial term applies.

6   PER INCIDENT SUPPORT

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

6.1   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 undertake 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.

6.2   Credit to annual contract

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

7   SUPPORT PROCESS

7.1   Onboarding

To help foster ownership and responsibility, the customer will be contacted at the beginning of the support engagement to document and understand the requirements concerning support services. To help expedite issue resolution and in adherence with a customer security policy, Enterprise Tech Support requires the completion of a customer environment questionnaire.

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

7.2   New support request

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

To ensure prompt handling, the customer needs 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 issue has been occurring for
    - Can the issue be reproduced
- Impacted device information
    - Carrier
    - Device model number
    - OS, build number
- Number of affected devices
- Other pertinent detail (EMM/MDM, mail system, apps, comments)

Samsung will use commercially reasonable efforts to resolve a support ticket but makes no guarantees that a specific support ticket 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 customer fails to respond to a request for additional information within five (5) business days. *The sale and performance of Samsung is governed by the Samsung Enterprise Tech Support Terms and Conditions located at [Sub required to change http://www.samsung.com/Tech Support URL (the "Terms and Conditions")].*

The Terms and Conditions apply to all: 1) enterprise purchases of Services directly from Samsung; and 2) enterprise purchases of Services through an authorized Samsung reseller or distributor. By placing your Order (as defined in the Terms and Conditions) for the Services, receiving delivery of the Services, utilizing the Services, or clicking/checking any "I Agree" button or box or similar on the Samsung Enterprise Tech

Support website in connection with your purchase, you agree to be bound by these Terms and Conditions.

In all states, the Obligor of the Elite Plus device exchange program is Federal Warranty Service Corporation, except in Florida where the Obligor is United Service Protection, Inc. and in Oklahoma where the Obligor is Assurant Service Protection, Inc.