

Mobile Enterprise Edition Enhanced Support – Service Description

As part of our Enterprise Edition Mobile device range, Samsung shall provide the following Services to purchasing Customers

- KNOX onboard/set up support call and ongoing proactive 'new features' support
- Ongoing telephone and Remote support of hardware, OS and KNOX products
- Next Business Day Exchange (Doorstep Exchange replacement option)
- On-site vehicle repair
- Service centre 'walk in' repair
- Pick up service (Courier collect & Return)

Description of included Services

Onboarding/set up support call

Upon request from a participating partner or from the Customer a Samsung technical support engineer will contact the Customer's IT Manager to provide assistance and advise on how to set up KNOX services, create profiles and upload devices. During the contract period Samsung will also provide feature updates as well as ongoing advice.

Telephone and remote support

Samsung will respond to support requests made by Customer end users by telephone 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

Next Business Day Doorstep Exchange

For all faults reported to our Business Services Centre where the Customer has confirmed that the device is not locked down by an MDM or other Reset Protection Lock setting, Samsung shall use reasonable endeavours to get a replacement device to the Customer on the next business day. Customers will receive an A grade replacement device delivered via Samsung's courier service. Samsung will collect the faulty device and deliver the replacement at the same time.

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

- 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 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 fault case was created by the Customer and must have a warrantable failure.
 - 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
 - o On inspection, the device must not show evidence of previous repair attempts from a non Samsung-approved repairer
 - o The fault to the device should not have been caused by the Customer or otherwise be

To be eligible for next business day service the issue must be logged with Samsung's contact centre (by the Customer' 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 but is not available in the Republic of Ireland.

On site vehicle 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 suffering from 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://samsunghhp.lucidcx.com/>

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 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
- Go directly to their local SES/SSC without an appointment
- If the device is suffering from 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

Pick up service

Provided that the device is not locked down by an MDM 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 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

IMPORTANT NOTES:

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.

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.

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: samsunghelp.force.com
Call: 0330 7262677

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 reseller must provide the following information to Samsung:

- (A) Serial or IMEI number of the device (for hardware issues)
- (B) Firmware version
- (C) KNOX account details (for software issues)
- (D) A description of the fault
- (E) Details of the software environment including other 3rd party services running on the devices
- (F) Details on what remedies have been considered already
- (G) The address for collection of the device and delivery of any replacement
- (H) Contact details (name and number) of the end user.
- (I) The preferred service type option

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
- 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

Per Event which includes:

- As per “Note 1” in paragraph 2 - Service Description
- Customer Responsibility breach as set out in the table below.

Per Event Charges

Customer Responsibility breach	Consequence
Courier 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.	<ul style="list-style-type: none"> • 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
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	<ul style="list-style-type: none"> • Device replacement charge is applied to customer
The fault to the repaired device is found, upon inspection, to have been deliberately caused by the Customer	<ul style="list-style-type: none"> • Device replacement charge is applied to customer
Fair usage policy limitations are breached (see Appendix)	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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 applied after the Customer having agreed on the initial	<ul style="list-style-type: none"> • Excess service charge may be applied, at a rate of £25 per device

service call to remove such security protection	if it is possible to unlock the device, or the Samsung's standard rate for replacement of a main board if is not possible
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Appendix – Fair Usage Policy

- The Customer acknowledges and agrees that provision of the Services by Samsung is for genuine repairs 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 the instances of damage in the Customer's fleet of devices.