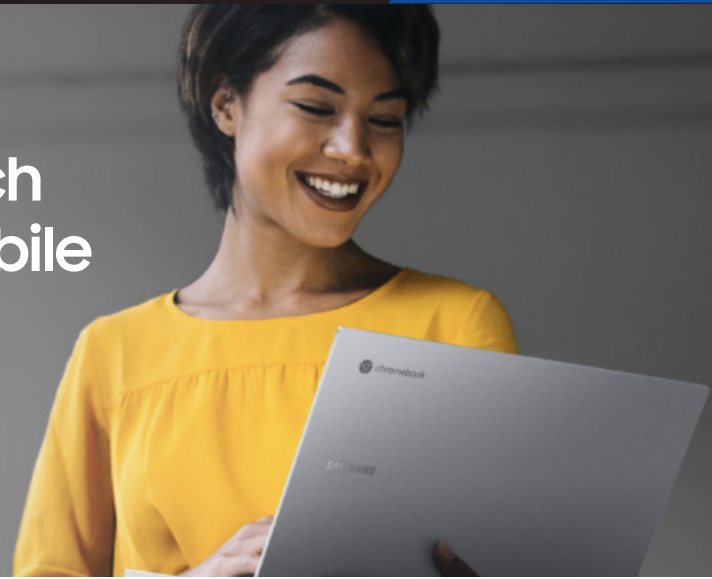


Samsung Enterprise Tech Support keeps your mobile workforce working at peak efficiency



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

Downtime and inefficiency equal loss in productivity. That's why Enterprise Technical Support offers you direct access to our team of enterprise mobility experts. We'll help your IT team get the very most from your mobility investment. Whether you're troubleshooting, preparing for the next OS release or looking to use Samsung phones, tablets and wearables in new and innovative ways, Samsung is here to support you.

Advantages



Dedicated and Professional Support

A trusted advisor assigned as your contact within Samsung from the get-go. Online self training for your IT teams, and dedicated and customized reports and updates regularly.



All Devices are covered

From mobile devices, to tablets, and PC/Chromebook's we have the experts to keep you up and running.



Priority early access

Gain direct, early access to upcoming programs and version testing. Insider access to beta OS upgrades, opportunities to test Knox solutions before official updates/releases. Visibility on product roadmap information and access to NFR Knox licenses for your business.



Multinational Support

An expert engineer is available to analyze problems and provides resolutions anywhere you are calling from.

Key Features



Direct Access to Expert Engineers

Our experts are ready to conduct assessments, provide reliable support and handle escalations of various sorts/degrees.



Support Account Manager(SAM)

You are assigned a designated Support Account Manager(SAM), who is your trusted advisor and advocate within Samsung. This person works closely with the entire technical support organization to ensure critical cases are properly prioritized.



Beta program and Not-for-resale Knox license

Privileged and unique access to various Samsung beta programs. Also Not-for-resale Knox Suite Licenses are provided for your business.
*May vary by region and device.



Supported Location

Multiple Countries available with Elite Technical Support and Multinational Technical Support only.



Initial Response Time for Urgent Issues

24/7 for severity 1 issues with Elite Technical Support /Multinational Technical Support.

Flexible support offerings.

Samsung's offerings, which are based on different support options, are designed to meet your organization's individual needs. Contact Samsung at ets.mobile@samsung.com for more information.

Advanced Technical Support: Mobility Expertise on Demand

With Samsung's commitment to the Enterprise, Tier-3 mobility experts are only a phone call away. You can access directly to an experienced team of mobility experts by phone, email and portal.

Elite Technical Support: Proactive Account Management

Your Support Account Manager is there to serve as an extension of your team, working closely with the entire Technical Support organization to help ensure consistent management and prioritization of your critical support issues and escalations.

Elite Multinational Technical Support

An expert engineer is available to analyze problems and provides resolutions anywhere you are calling from around the world.

| Features | | Advanced | Elite | Elite Multinational |
|--|---|-------------------|--------------------|---------------------|
| Access to tier-3 experts | Named Callers | 2 | 6 ^{1,2)} | 12 ^{1,3)} |
| | Supported locations | US Only | Multiple Countries | Multiple Countries |
| | Support requests | Unlimited | Unlimited | Unlimited |
| | Phone, Portal, Email support | ✓ | ✓ | ✓ |
| | Operation hours (severity 1) 4) | 12 x 5 | 24 x 7 | 24 x 7 |
| | Operation hours (severity 2,3,4) 4) | 12 x 5 | 12 x 5 | 12 x 5 |
| | Troubleshooting lab | ✓ | ✓ | ✓ |
| Response charter (Initial response time) | Severity 1 | 2 business hours | 1 hour | 1 hour |
| | Severity 2 | 4 business hours | 2 business hours | 2 business hours |
| | Severity 3 | 12 business hours | 12 business hours | 12 business hours |
| | Severity 4 | 24 business hours | 24 business hours | 24 business hours |
| Security | Samsung vulnerability communication service | ✓ | ✓ | ✓ |
| Technicians training | OnLine technical training | ✓ | ✓ | ✓ |
| Support account management | Designated Support Account Manager | - | ✓ ⁴⁾ | ✓ ⁴⁾ |
| Customer On-boarding | Scheduled kick-off / business review | - | One time (1 day) | One time (1 day) |
| Reporting | Incident status reporting (web based) | ✓ | ✓ | ✓ |
| | Quarterly written activity report | - | ✓ | ✓ |
| | Regular teleconference review | - | ✓ | ✓ |
| Support coverage | Troubleshooting hardware | ✓ | ✓ | ✓ |
| | OS tech support | ✓ | ✓ | ✓ |
| | Samsung branded preloaded apps / SW | ✓ | ✓ | ✓ |
| | Samsung Enterprise Solution (Knox, E-FOTA) | ✓ | ✓ | ✓ |
| | EMM/MDM interoperability | ✓ | ✓ | ✓ |
| | Collaborative support for enterprise applications | ✓ | ✓ | ✓ |

- 1) Expandable with Additional Named Caller Option
- 2) Named callers must be US Based
- 3) Named callers can be based in any serviceable country
- 4) Expandable with Additional SAM (Support Account Manager) Option

| Ordering Information | | Advanced | Elite | Elite Multinational |
|-------------------------|---------------------|--------------|--------------|---------------------|
| Purchasing units | | Per Customer | Per Customer | Per Customer |
| MOQ | | - | - | - |
| SKUs | 1 Year (12 Months) | MI-OVCPAA | MI-OVCPAB | MI-OVCPAB1/REG |
| | 2 Years (24 Months) | MI-OVCPAA2 | MI-OVCPAB2 | MI-OVCPAB2/REG |
| | 3 Years (36 Months) | MI-OVCPAA3 | MI-OVCPAB3 | MI-OVCPAB3/REG |
| Options | | | | |
| Additional Named Caller | | MI-OVCSA1 | | |
| Per incident support | | MI-OVCSA2 | | |