

SAMSUNG

Enterprise Technical Support Service Guide

Service Guide
NA
Version 1.6
June 2023



TABLE OF CONTENTS

1. SERVICE OVERVIEW	4
1-1. Service description	4
1-2. Supported language, hours and locations	6
1-3. Named Callers	6
1-4. Single point of contact	7
1-5. Troubleshooting lab	7
1-6. Samsung mobile vulnerability bulletin service	7
1-7. Training and Beta opportunities	8
2. COVERAGE	9
2-1. Scope of support	9
2-1. (1) Troubleshooting devices and connectivity issues	10
2-1. (2) Device OS support	10
2-1. (3) EMM/MDM Interoperability support	10
2-1. (4) Collaborative support for third-party commercial enterprise applications	10
2-1. (5) Devices in scope	10
2-2. Out of scope	10
3. RESPONSE CHARTER	12
3-1. Severity classification	12
3-2. Initial response time	12

4. BENEFITS WITH ELITE	13
4-1. Support Account Manager (SAM)	13
4-2. Regular service review	14
4-3. Escalation management	14
4-4. Remote session	14
5. PER-INCIDENT SUPPORT	15
5-1. Up to 8 hours of troubleshooting	15
5-2. Credit to annual contract	15
6. SUPPORT PROCESS	16
6-1. Customer responsibilities	16
6-2. Onboarding	16
6-3. New support request	17

1 SERVICE OVERVIEW

Samsung Enterprise Technical Support provides the customer with the expertise of Samsung support engineers. Samsung's experts are ready to provide reliable support and escalation routes, as well as tailored solutions in order to address the customer's specific needs.

Downtime and inefficiency equal lost 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 Samsung technology investment. Whether it is troubleshooting, preparing for the next OS release or exploring new and innovative ways to use Samsung phones, tablets, wearables, personal computers, or Chromebooks, 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 Platform for Enterprise, Knox Manage, Knox E-FOTA, Knox Configure, Knox Mobile Enrollment, 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, VPN, 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 formal support, the customer can easily choose the one that fits their organization best. The offering includes Essential Technical Support for SMB, Advanced, Elite, and Elite Multinational Support. Samsung also offers per-incident support as a final alternative.

The sale and performance of Samsung Enterprise Technical Support is governed by the Samsung Business Services Terms and Conditions located at <http://www.samsung.com/us/business/services/samsung-business-services> (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 Business Services website in connection with your purchase, you agree to be bound by these Terms and Conditions.

Features		Essential Tech Support for SMB	Advanced ¹	Elite	Elite Multinational ²
Access to experts	Named Callers	2	2 ¹	6 ^{1,2}	12 ¹
	Supported Location	US Only	US Only	Multiple countries ²	Multiple countries ³
	Support requests	10	Unlimited	Unlimited	Unlimited
	Phone, Portal, Email support	X	X	X	X
	Operation hours (Severity 1) ³	Biz hours (12 x 5)	Biz hours (12 x 5)	24 x 7	24 x 7
	Operation hours (Severity 2,3,4) ⁴	Biz hours (12 x 5)	Biz hours (12x 5)	Biz hours (12 x 5)	Biz hours (12 x 5)
	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	48 biz hours	12 biz hours	12 biz hours	12 biz hours
	Severity 4	72 biz hours	24 biz hours	24 biz hours	24 biz hours
Training and beta program	Online technical training	X	X	X	X
	Beta program	-	-	X	X
Support account management	Designated Support Account Manager	-	-	X ⁵	X ⁵
Kick-off meeting	Kick-off meeting	X	X	X	X
Reporting	Incident status reporting (web based)	X	X	X	X
	Samsung vulnerability bulletin service	X	X	X	X
	Written activity report	-	-	X	X
	Regular teleconference review	-	-	X	X
Support coverage	Troubleshooting issues	X	X	X	X
	OS technical support	X	X	X	X
	Samsung branded preloaded apps/SW	X	X	X	X
	Samsung enterprise solution (Knox) ⁶	X	X	X	X
	EMM/MDM interoperability	X	X	X	X
	Collaborative support for enterprise applications	X	X	X	X
	Customer size limitations	Less than 1,000	Unlimited	Unlimited	Unlimited

1 Expandable with Additional Named Caller Option. See section 1.3

2 Named callers must be US based

3 Intended for US- and Canada-based enterprises who will have Named Callers located in other regions

4 Biz hours are set out in section 1.2

5 Expandable with Additional SAM (Support Account Manager) Option.

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

1-2. Supported language, hours and locations

The details of this support are as follows:

- Supported language: English
- Business hours: 8 a.m. to 8 p.m., Monday through Friday US Eastern Time except holidays specified below
- Support window for Elite customers: 24 x 7 case submission via portal or email; support provided 24x7 for critical issues (Severity 1) only
- Holidays:
 - New Year's Day
 - Martin Luther King, Jr. Day
 - Presidents Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Eve and Christmas Day

Elite Multinational Technical Support customers can have their Named Callers located worldwide. Regular business hours will be based on US Eastern Time zone as specified above. Supported devices can be located worldwide.

For Elite and Elite Multinational Customers' Severity 1 issues, support will be provided on weekends and after regular service hours by an on-call support agent.

1-3. Named Callers

Named Callers (Designated Contacts), are employees of the customer's organization who are authorized to create and request updates on service tickets. Named Callers should have administrator rights and authorized access to the back-end 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 requisite 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 Elite Multinational customers may appoint:

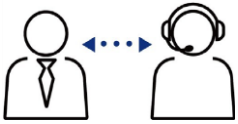
- a. up to 2 (two) Named Callers in Essential Technical Support for SMB, and Advanced Technical Support, these named callers must be located in the U.S.
- b. up to 6 (six) Named Callers in Elite Technical Support, these named callers must be located in the U.S.
- c. up to 12 (twelve) Named Callers in Elite Multinational Technical Support. These named callers can be located in any country

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, as long as the user does not exceed the maximum number of Named Callers to the support option purchased. 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 14 days after written notice to the Samsung Enterprise Technical Support team.

Advanced, Elite and Elite Multinational Technical Support customers have the ability to extend the number of Named Callers. The Additional Named Caller option may be purchased at any time and multiple times, with each purchase adding 2 (two) Named Callers per additional Named Caller SKU. Essential Technical Support for SMB cannot be expanded with the Additional Named Caller option.

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 may exist in the customer's 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 devices, and the remediation steps being undertaken. Customers are required to sign an NDA prior to receiving this service.

The Samsung 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 platform to run their business.

The Samsung 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. Training and Beta opportunities

Samsung Enterprise Technical Support provides opportunities for online self-training, webinars and early access to an OS Beta Program for flagship devices where available.

The online self-training¹ contents can include product introductions and how to use information to enable efficient communication between Samsung and the customer's Named Callers. The training topics will be determined by Samsung.

Beta Program is to allow Elite customers to pre-test their ecosystem of solutions on Samsung flagship devices with pre-release of Android OS and/or Samsung SW prior to launch.

For example, in OS Beta Program², the customer can check OS compatibility with MDM and its own apps to prevent issues after OS update. Details such as test periods or how to participate will be provided by Support Account Manager.

¹ Detailed online self-training method will be guided separately when on-boarding.

² OS Beta program availability can be different by region. Please verify availability with your SAM.

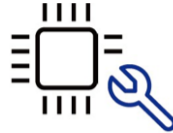
2 COVERAGE

Enterprise Technical Support coverage



Knox

Knox Suite, Knox Platform for Enterprise, Knox Manage, Knox E-FOTA, Knox Configure, Knox Guard, Knox Mobile Enrollment, software issues



Device support

Display, battery management, memory management, camera issues



Operating system

Updates, drivers, configuration



Connectivity Location services

GPS, NFC, Wi-Fi, VPN, Bluetooth



Emails

Integration of exchange active sync, native email client



Enterprise mobility management

New device addition
OS Upgrades and MR's upgrades

2-1. Scope of support

Samsung Enterprise Technical Support provides support to B2B Customers in the following areas:

- Current engineering or any code-level maintenance support
- Samsung-branded apps preloaded on Samsung mobile devices, PCs, and Chromebooks
- Samsung enterprise solution (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

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

Samsung Enterprise Technical Support can assist in troubleshooting issues involving device displays, chipsets, cameras and performance issues such as battery and memory management, Knox issues, and more. 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

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

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

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

2-1. (4) Collaborative support for third-party commercial enterprise applications

Enterprise Technical Support will assist in interoperability challenges with third-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 devices, PCs and Chromebooks. 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.

2-2. Out of scope

Enterprise Technical Support will provide support services to customers with an agreed quantity and models of Samsung 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 feature enhancement or changes beyond its original designs
- 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*.
 - * Knox SDKs can be supported through Knox Partner Program.
 - * Exceptionally, Knox Server 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 Samsung Business Direct, authorized carriers and 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 or 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 workaround 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. Business hours refers to the normal hours outlined above.

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	Essential Tech Support for SMB	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	48 business hours	12 business hours	12 business hours	12 business hours
Severity 4	72 business hours	24 business hours	24 business hours	24 business hours

4 BENEFITS WITH ELITE

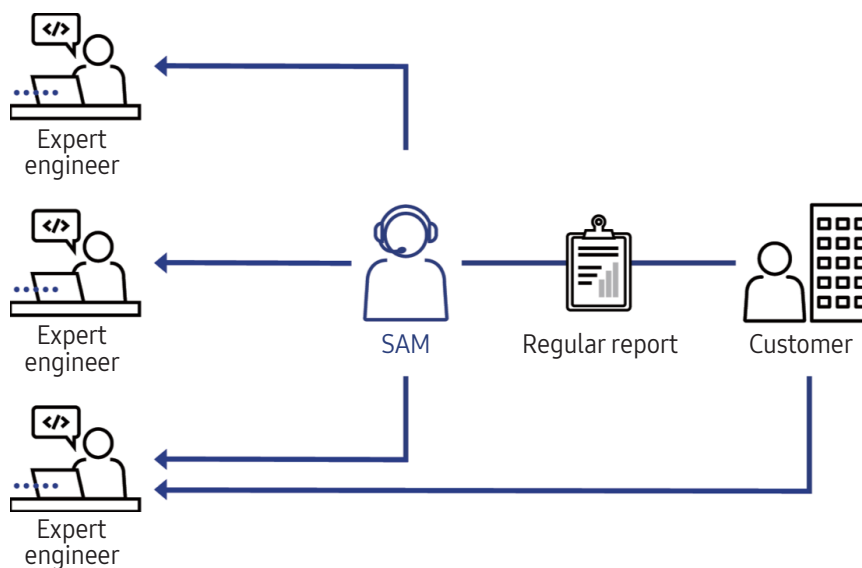
4-1. Support Account Manager (SAM)

In addition to 6 Named Callers for Elite, and 12 Named Callers Elite Multinational Technical Support also provides 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 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.

At Samsung's sole discretion, an additional overseas 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.



4-2. 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.

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 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.

4-4. 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.

5 PER-INCIDENT SUPPORT

* This is available only in limited countries

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)

5-1. 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.

5-2. 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 Essential Tech Support for SMB, Advanced, Elite, or Elite Multinational annual support contract, as long as that purchase is made within 30 days on the per-incident purchase.

If a customer purchases Essential Tech Support for SMB, they may upgrade to an advanced program by paying the difference in costs and will have full access to the advanced program for the remainder of the term.

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

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

- Service ID
- IMEI number
- Contact info including name, email address and phone number(s)
- Previously assigned support ticket (if applicable)
- Description of issue and expected behavior
 - Experienced behavior
 - Business impact of the issue
 - Duration of the issue
 - Reproducibility of the issue
- Impacted device information
 - Carrier for mobile devices
 - Specific device model number (e.g., "S20 G988U" rather than just "S20")
 - OS, build number
- Number of affected devices
- Other pertinent details (EMM/MDM, mail system, apps, comments)
- Device logs are critical in initial troubleshooting and required for escalations, so customers should be prepared to provide them

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.