SAMSUNG
ProCare

Technical Support
Advanced, Elite & Elite Plus

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1. Technical Support benefits

Samsung ProCare Advanced and Elite Technical Support offer you direct access to our team of enterprise mobility experts to augment your IT team. Our experts help with hardware and software best practices, advanced troubleshooting and issue isolation, for ease of deployment and management of Samsung mobile phones, tablets or wearables in your organization.

Whether you are preparing for the next OS release or looking to use mobile devices in new and innovative ways, Samsung is here to help. No other organization can provide you the level of support that we can provide you on Samsung devices.

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

SAMSUNG ProCare TECHNICAL SUPPORT	ADVANCED TECHNCIAL SUPPORT	ELITE TECHNCIAL SUPPORT	ELITE PLUS ADVANCED EXCHANGE
Purchasing Units	per customer	per customer	per device[2]
Access to Tier-3 experts			
Named callers	2	6 [1]	
Supported locations	Multiple within US	Multiple within US	
Support requests per year	Unlimited	Unlimited	
Phone support (Toll free)	12x5	24 x 7	
Service portal & email support	✔	✔	
Single-point of contact, ownership and issue resolution	✔	✔	
Troubleshooting lab	✔	✔	
Response charter			
Phone response (regardless of severity)	80% within 90 sec	90% within 90 sec	
Portal/email response (regardless of severity)	1 Business Day	2 Hours	Elite Plus cannot be purchased without a Techncial Support entitlement
Status updates	Standard	Enhanced	
Support coverage			
Troubleshooting hardware (Samsung Devices)	✔	✔	
New OS release support (Samsung Devices)	✔	✔	
Samsung mobile vulnerability communication service	✔	✔	
EMM / MDM interoperability	✔	✔	
Collaborative support for enterprise applications	✔	✔	
Knox Workspace enhanced support	✔	✔	
Knox Custom Configurator enhanced support	✔	✔	
Service account management			
Designated Service Account Manager		✔	
Regular case reviews and reporting		✔	
Escalation management		✔	
Device Exchange			
Advanced Exchange (up to 10% of devices registered)			✔
Next business day delivery (Residential or Commercial)[3]			✔
Samsung certified refurbisment			✔
Samsung owned spare pool			✔
Includes accidental damage coverage			✔
Ordering Information			
1 Year (12 Months)	MI-OVCPAA	MI-OVCPAB	MI-OVCPAC
2 Years (2 x 12 Months)	MI-OVCPAA2	MI-OVCPAB2	MI-OVCPAC2
3 Years (3 x 12 Months)	MI-OVCPAA3	MI-OVCPAB3	MI-OVCPAC3

[1] Expandable with Additional Named Caller option

[2] Minimum of 200 devices registered under Elite Plus

[3] Certain restrictions apply to NBD delivery depending on timing and location. Refer to Services Guide section 5.3 for details

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1.1. Annual support contracts

Samsung ProCare Advanced, Elite and Elite Plus have one, two and three year purchasing options allowing the purchase of multiple consecutive annual (12 month term) services. To be eligible to purchase Elite Plus advanced exchange requires a valid Advanced or Elite entitlement.

1.2. Named Callers

Named Callers are employees of your organization who you authorize to create and request updates on service tickets. Named Callers should have administrator rights and authorized 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.

To safeguard your company confidential information and ensure optimal case management, only the Named Callers will be authorized to contact the Samsung ProCare team. Anyone not on the Named Caller list for your organization will be referred to the primary named contact for your organization, who can then request the caller be added to the named caller list, as long as that user does not exceed the maximum number of named contacts to the support level purchased. If the new user would exceed the maximum number of named contacts, 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 ProCare.

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 in section 7.

1.3. Supported locations

Support is provided for devices located in the United States, and with Named Callers whose operating hours are within 8am to 8pm Eastern Time, Monday to Friday (excluding national holidays). Samsung does not restrict the number of sites or locations within the United States a customer can receive support for.

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1.4. Unlimited support requests

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, please ensure you have the following information available when submitting a request:

- Service ID
- Contact info including name, email address & phone number(s)
- Previously assigned Support Ticket, if applicable
- Description of issue and expected behavior
  - The experienced behavior
  - 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)

Tier 3 Technical Support contact information
- Phone number 1-844 227-3249, must have Service ID
- Email — SBSsupport@sea.samsung.com
- Portal — create, track, and manage tickets http://www.samsung.com/BusinessSupport

Samsung will use commercially reasonable efforts to resolve a Support ticket but makes no guarantees that a specific support ticket can 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.

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1.5. Toll free phone support

Our Samsung ProCare team of experts is available during business hours 8am to 8pm, Eastern Standard Time, Monday to Friday, excluding national holidays. Customers purchasing Elite Technical Support also receive out of hours on call coverage 24x7 for urgent severity issues. Samsung reserves the right to record phone conversations for quality purposes.

Samsung will validate users prior to providing services. Users not attributed to a valid support entitlement will be required to purchase incident based technical support, or redirected to Samsung's general contact center for Manufacturer's Warranty support.

1.6. Service portal and email support

The support portal provides a single location for users to
- Search knowledge base articles
- Create new support tickets
- View open and closed tickets created by yourself or your colleagues
- Update open tickets

Upon purchasing Samsung ProCare the Named Callers assigned to that account will be emailed a request to set up their account. Named Callers will be required to use their corporate email address for log-in and the provided password. Information on setting up your Service Portal account and submitting tickets are covered in Section 8 of this document.

1.7. Single point of contact, ownership and responsibility

Samsung provides direct access to an experienced team of mobility experts who will act as your single point of accountability providing advanced troubleshooting, collaborative support with 3rd parties, issue management towards resolution and regular status updates. Additional information on Samsung's response charter is provided in Section 3.

Onboarding
To aid in providing ownership and responsibility, you will be contacted at the beginning of the support engagement to document and understand your requirements for support services. To help expedite issue resolution and in adherence with your security policy, Samsung requires the completion of a customer environment questionnaire and EMM logs (if available) providing IMEI information on your environment.

As part of the onboarding process Samsung will review the Technical Support Tools and processes available as well as guidance on developing a support strategy so your support team has visibility and required knowledge about tools and processes in order to be able to maximize the benefit of our support offerings.

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1.8. Troubleshooting lab

The Technical Support troubleshooting lab is used to simulate a customer's issue environment, helping identify 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 mobile ecosystem. This includes setting up virtual lab configurations to emulate customer's complex deployment and integration scenarios across major EMM/MDMs, Active Directory, and Wi-Fi.

1.9. 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 our 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 and 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
     Protections 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

2. Response charter

2.1. Severity definition

Level 1 (Urgent)

The supported product is not operational. A significant number of Users are impacted. No workaround is immediately available.

Examples of Severity Level 1:

- Supported product is down or halted, severely impacting normal business operation
- There are an inordinate number of incidents over a short period of time in a high-impact environment
- Loss of service on 1 or more third party Software solutions
- Loss of service or productivity to a C-Level executive

Level 2 (High)

Widespread or sporadic impairment of the supported product. The incident is impacting a moderate number of users and is affecting normal business operation, but workarounds are available.

Examples of Severity Level 2:

- Supported product performance degradation
- Incident highly impacts Customer's ability to do work, but development or production can continue for a reasonable amount of time before incident becomes critical

Level 3 (Normal)

An incident that causes impairment to portions of the supported product. The incident impacts a small number of users and minimally impacts normal business operation.

Examples of Severity Level 3:

- Low impact with acceptable work-around in place
- Occurs intermittently, inconsistently

Level 4 (Low)

An incident that causes minor impairment to portions of the supported product. The incident has little or no impact to users and normal business operation. This category can apply to support of a general nature.

Severity Level 4 situations include:

- Customer has a "how-to" question
- Configuration change

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2.2. Response times

Samsung ProCare provides access for your IT team, with the expectation that first line support activities (Tier 1 & Tier 2) to resolve basic end user support incidents have already been completed.

At Samsung we believe that your time is important, so regardless of your case severity, if you call our support team, our goal is to answer within 90 seconds, during business hours.

Phone Support response

Severity	Advanced	Elite
Severity 1	80% of calls within 90 Seconds	90% of calls within 90 Seconds
Severity 2	80% of calls within 90 Seconds	90% of calls within 90 Seconds
Severity 3	80% of calls within 90 Seconds	90% of calls within 90 Seconds
Severity 4	80% of calls within 90 Seconds	90% of calls within 90 Seconds

Samsung recommends Severity 1 & 2 support cases to be created by calling directly into the Tier 3 Technical Support team with the full issue details to initiate troubleshooting and issue management.

Email / Portal response

Severity	Advanced	Elite / Elite Plus
Severity 1	1 Business Day	2 Hours
Severity 2	1 Business Day	2 Hours
Severity 3	1 Business Day	2 Hours
Severity 4	1 Business Day	2 Hours

2.3. Status updates

New support requests are assigned a ticket number to manage the issue. Customer issue severities are mutually agreed with the Named Caller who initiated the request. Samsung's standard status schedule is dependent on severity, although customers can request a longer status interval than specified.

Severity	Advanced (Standard)	Elite / Elite Plus (Enhanced)
Severity 1	4 Business Hours	2 Hours
Severity 2	1 Business Day	12 Hours
Severity 3	2 Business Days	2 Business Days
Severity 4	5 Business Days	5 Business Days

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3. Support coverage

3.1. Troubleshooting device and connectivity issues

No other company understands Samsung hardware better than Samsung. With a detailed understanding of our devices and escalation paths, our team of experts is best suited to resolving questions and Samsung device interoperability issues.

Having access to new products prior to launch enables our experts to be ready to assist you in introducing the latest mobile technologies into your environment. They are able to guide customers through the changes introduced in new platforms and updated configurations that may be required to support your corporate standards.

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

3.2. Device OS support

Advanced and Elite Technical support provides direct access to our team of mobile operating system experts. They are available to assist your IT team with the constant evolution of new mobile operating systems and releases, by maximizing the benefits and capabilities for your organization. With our experts in-depth knowledge of mobile operating systems, they can address questions or interoperability challenges posed with migrating mobile operating system versions, software and security updates, E-mail synchronization, device encryption and certificate based authentication.

3.3. EMM/MDM Interoperability

Enterprise Mobility Management (EMM) / Mobile Device Management can create challenges for IT teams integrating new devices or OS. With years of experience with most major EMM platforms our team can augment your IT staff by providing in depth troubleshooting and offer guidance on the best configuration settings for your environment to meet your mobility needs. Our Samsung ProCare experts are able to supplement your existing EMM vendor's support, providing collaborative support by acting on your behalf to identify root cause with your EMM/MDM vendor. However, Advance and Elite Technical Support does not replace your EMM vendors' support, nor provides maintenance patches for the EMM.

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You may request that Samsung initiate support requests on your behalf to your chosen MDM software provider. In order for Samsung to initiate these requests, Samsung asks that you provide any required authorizations (for example, agency letters or non-disclosure terms) to your MDM software provider so that we can contact the MDM Software provider on your behalf. We will also need to share certain information with the MDM software provider, including device logs for the purposes of providing the Services. Once you and your MDM software provider have confirmed that Samsung can initiate these requests, please forward a copy of your support terms and the authorizations to your Samsung account manager. Once the authorizations are in place and Samsung has received your support terms, Samsung will use commercially reasonable efforts to resolve your support requests with MDM Software providers in accordance with your support terms.

If a problem arises with the MDM Software, and we are unable to resolve a problem ourselves, Samsung will contact your MDM Software provider and create a "problem incident" or "trouble ticket" on your behalf. Samsung will follow the process set forth in your support terms and will monitor the problem resolution process on your 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 your support terms.

3.4. Collaborative support for enterprise applications

Enterprise applications can have complex interactions with mobile devices and the operating system, with a constant cycle of OS upgrades, new mobile platforms and upgrades to the applications themselves.

Our experts can 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 nor the deployment of the application in your environment. Samsung may require a licensed copy of the application to be provided. If the enterprise application integrates into your back-end systems, then access to those systems may also be required for effective root cause analysis and issue resolution.

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3.5. KNOX Workspace enhanced technical support

Samsung ProCare can augment your existing Knox Workspace support, with an enhanced response charter and direct access to our team with expert knowledge of Samsung's Knox platform. Knox is a defense-grade security platform built into our latest mobile devices, protecting the integrity of the entire device, from the hardware to the application layer. Knox Workspace can integrate directly into your EMM solution as an enhanced on-device container to isolate business and personal applications and data. Our support team can augment your team with the increased level of knowledge required to expedite troubleshooting and interoperability. Enhanced Technical support requires an active Knox Workspace license subscription, which is not included as part of this support offering.

3.6. KNOX Customization configurator enhanced support

Enhanced technical support for Knox Customization Configurator (KCC) provides troubleshooting assistance to IT admins utilizing the web-based service with deploying configurations and bulk applications to enrolled devices. Our team can provide assistance in remediating issues with devices being enrolled via the web portal and the enforcement of settings over-the-air, even after factory reset. Enhanced support requires existing KCC license and support entitlement.

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4. Elite - Support account management

In addition to 6 Named Callers, Elite Technical Support also gives you access to an assigned Support Account Manager (SAM) who serves 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 mobility projects. Our goal is for the SAM to be your company's trusted advisor and advocate within Samsung.

The SAM can assist in expediting cases within the Technical Support helping bring the right resources to bear and assisting in escalating support tickets. The SAM is not just reactive in nature; they can collaborate with you and your senior management to proactively review your mobility deployment strategy, identify challenges that could occur, and suggest remediation approaches and solutions to those challenges before they impact your business.

4.1. Regular reviews

The SAM will arrange a mutually agreed 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 annual basis.

4.2. Case management

The SAM will organize cases according to business needs / business impact and work to align support resources appropriately. Customer's submitted cases receive a special level of effort within the support systems to ensure those cases are handled in the required manner. 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 entire Technical Support organization.

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 Technical Support and R&D and report progress to the customer. The SAM will also determine if any additional levels of internal escalation are warranted.
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.

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5. Elite Plus – Mobile device exchange

Samsung ProCare Elite Plus ("Elite Plus") is a simple method to manage your organization's spare pool of replacement mobile devices. Elite Plus provides advanced exchange devices for up to 10% of your total registered devices per year. We know it's important that your employees have the shortest possible time without a mobile device, so Elite Plus uses next business day delivery.[1]

5.1. Elite Plus Quotation requirement

Elite Plus only supports Samsung mobile devices. To help facilitate the purchase of Elite Plus coverage for supported devices, Samsung requires device information prior to your purchase:

- For your planned device deployments, Samsung requires the device model/specification/carrier prior to purchase and the devices to be registered once deployed (See section 5.6).
- Coverage on existing devices requires the submission of the IMEI or unique identifier such as serial number and model/specification and carrier for each deployed device, prior to purchase.

Samsung will validate the submitted devices against devices capable of being supported, and provide an Elite Plus Quotation for the number of eligible device.

5.2. Exchange entitlements

Elite Plus provides a number of advanced exchange entitlements based on the number of registered devices and a coverage percentage up to 10% stated in your organization's quote. Ten percent coverage will provide one advanced exchange entitlement for every 10 devices registered under Elite Plus.

When an exchange request is submitted under the program by a Named Caller, your organization's Elite Plus account will be debited one exchange entitlement.

All commercially reasonable efforts will be made to provide a replacement device of the same model and specification of the damaged registered device. Upon delivery of the replacement device to the Named Caller's specified location, the ownership of that device will transfer to your organization and the damaged device ownership will transfer to the Elite Plus program.

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[1] *The advanced exchange feature of Elite Plus can be executed for any registered device within the limits of the program specified in Section 5.2. All references to next business day delivery include the restrictions specified in section 5.3, stating when and where next business day delivery may not be possible.*

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An advanced exchange can be requested on a registered device as long as your organization has remaining exchange entitlements and the term of your organization's Elite Plus enrollment and exchange entitlements have not expired.

Elite Plus is a value added service outside of Samsung's manufacturer's limited warranty. Advanced exchange requests made for in-warranty failures will count as the use of an advanced exchange entitlement. "In warranty' means that the device requires corrective action as the result of a covered non-conformity with the warranty, if any, applicable to the device at the time of original sale to Customer, during the time period provided in such warranty, or while covered by any remaining warranty in the event of a prior device repair or replacement, and subject to all exclusions, disclaimers, conditions or limitations in such Device, repair or replacement warranty.

Elite Plus exchange entitlements are only valid for 12 months from the Service Plan Start Date. Unused exchange entitlements are not rolled forward to the following year. If your organization purchases multiple years of Elite Plus coverage, your organization will receive each year's allocation of exchange entitlements on the anniversary date of the initial Start Date.

5.3. Next business day delivery (Residential or Commercial)

Subject to section 5.6, next business day advanced exchange can be made to designated locations allowing devices to be delivered directly to your employees.

An advanced exchange will be shipped for next business day delivery, with commercial locations normally delivered by 12:00 noon local time, or end of day for residential locations, provided that the request for advanced exchange is made before 1:00 pm CST, Monday – Friday, excluding U.S. national holidays. Advanced exchange requests made after 1:00 p.m. CST will ship the following business day, for 2nd business day delivery, Monday – Friday, excluding U.S. national holidays. Shipping is only available within the 48 contiguous states of the U.S. including the District of Columbia.   If next business day delivery is not available, the next fastest shipping alternative will be used.

5.4. Samsung owned spare pool

Elite Plus utilizes a Samsung owned spare pool of devices reducing the need to purchase and manage your organization's spare pool.

Exchange device operating system versions cannot be guaranteed and may not be the same version as the Named Caller's damaged device. Inventory is normally current OS version, but may be a lower version.

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5.5. Updating Knox Configure and Knox Custom Configurator IMEI's

In the event you have purchased Knox Configure, Knox Custom Configurator or use Knox Mobile Enrolment, and Elite Plus - you may authorize Samsung to add and remove IMEI's from your Knox environment on your behalf when an advanced exchange event occurs.

Samsung requires formal written authorization from your organization to permit Samsung to make changes to the IMEI's registered within your Knox environment on your behalf. Authorization can be provided by the primary Named Caller for Advanced or Elite Technical support, or through the creation of a support ticket.

If authorization has been provided, and upon validating an Elite Plus advanced exchange request, Samsung will replace the IMEI of the damaged device in the customer's environment with that of the replacement device. Samsung will use commercially reasonable to replace the IMEIs in Knox environment prior to the delivery of the replacement device. An Elite Plus advanced exchange includes only the replacement of IMEI's specifically for damaged and advanced exchange devices. No other management or configuration of the Knox environment is provided.

Knox licenses are not included in the Elite Plus program.

5.6. Devices covered

Elite Plus provides advanced exchange for preregistered and certified Samsung devices, and can only be provided on devices that have been previously validated as outlined in section 5.1, Elite Plus Quotation requirement. Elite Plus coverage is only available on devices with service through or purchased through the major U.S. carriers, or on our carrier unlocked devices.

If your organization's environment has new devices deployed on a regular basis of the same model/specification as existing Elite Plus covered devices, then with prior approval from Samsung, you can submit monthly IMEI reports indicating the new and retired devices. If the sum of the total registered devices exceeds the already covered number of devices or the device model percentages of covered devices changes to higher value devices, then Samsung will request that additional device coverage be purchased. If the total number of devices drops below the previously covered number of devices, you 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.

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Elite Plus may require a minimum 14 day period from purchase before a next business day delivery commitment can be met on an advanced exchange. Advanced exchange requests made with less than 14 days' notice may be delayed until devices are available. New device models that have not been previously covered under your organization's Elite Plus account will require at least 14 days' prior notice of the planned introduction of the devices and roll out schedule.

Commercially reasonable efforts will be made to provide eligibility for advanced exchange coverage on devices up to 3 years from date of device purchase, or the Samsung official end of sale notification, which ever date is earlier. Three year support is subject to the purchase of Elite Plus coverage at the time of device purchase and continuous coverage until an advanced exchange is requested.

Minimum Device coverage

Elite Plus is purchased on a per device basis but requires a minimum purchase quantity of 200 registered devices.

If you wish to add devices to your existing Elite Plus account, or coverage to a deployment of devices over an extended period of time, contact Samsung at samsungbusinessservices@sea.samsung.com to determine the best coverage approach.

5.7. Exchanging devices

Requests for an advanced exchange should be made through the standard Advanced/Elite incident submission process. After the Named Caller has submitted a request for an advanced exchange, Samsung will confirm that the device is pre-registered and covered under the 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 Named Caller will receive a shipping notification with the tracking number and shipping information. The shipping confirmation will also provide the IMEI of the replacement device to enable asset management and EMM enrollment. When the Named Caller receives notification that the advanced exchange device has shipped, we will also provide a pre-paid shipping label and instructions for return of the damaged device.

The recipient of the exchange device must remove any SIM cards and SD cards from the damaged device and use the same packaging from the advanced exchange device to ship the damaged device to the location specified on the shipping label provided The recipient should print a copy of the notification of advanced replacement provided in the e-mail received and include it with the damaged device return shipment. Manuals, adapters or power cords should not be returned with the damaged device.

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Prior to shipping the damaged device, the IMEI of that device should be deregistered from your organization's EMM database.

At any one time if more than 10% of your organization's entitled advanced exchanges have been dispatched and the damaged devices have not been returned, shipment of exchange devices may be delayed until the outstanding damaged devices have been returned or until the spare pool can be restocked.

If your damaged device is still usable, Samsung recommends copying any important information to the advanced exchange device and performing a factory reset on the damaged 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/us/support/owners/app/smart-switch

Customer understands and acknowledges that the performance of the Services involves the complete loss of the data stored in a device. Prior to shipping any damaged device, your organization or the Named Caller is solely responsible for creating a backup of any data stored on a damaged device. In addition, your organization or the Named Caller will remove any personally identifiable information or other protected category of information from a damaged device. SAMSUNG SHALL NOT BE RESPONSIBLE OR HAVE ANY LIABILITY FOR ANY DATA LOSS, CORRUPTION, OR INABILITY TO READ OR RECOVER ANY DATA, OR FOR ANY CONFIDENTIAL OR PERSONAL INFORMATION OF ANY KIND STORED ON ANY DAMAGED DEVICE RETURNED UNDER THE ELITE PLUS PROGRAM.

Return damaged device within 14 calendar days

Your organization will have a maximum of 14 calendar days (the "return period") from the shipment date of the advanced exchange device to return the damaged device using the prepaid shipping label supplied.

For example, an advanced exchange device shipped on the 1st of the month will require the damaged device to be picked up by our carrier by the end of the 14th day.

Fail to return a damaged device within the return period

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

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Additional remedy for failure to return within 30 days

If your organization or the Named Caller does not return the damaged device within 30 days from the shipment date of the advanced exchange device, the damaged device will be considered not returned and your organization 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 you 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 endeavor to provide an alert at or around day 25 if the damaged device is not picked up by our shipping carrier. Failure to receive the notification does not constitute a reason for delays in return.

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 your organization's Elite Plus coverage, then your organization'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 your organization'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.**

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6. Per incident Technical Support

Customers calling into Samsung ProCare 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 Tier-3 technical support have the option to purchase a single per incident pack (MI-OVCSA2). Incident packs can be purchased from your carrier or reseller.

Up to 8 hours of troubleshooting

Purchasing per incident support allows the caller up to 8 hours of case handling time by a Samsung ProCare 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, then Samsung will request an additional single per incident pack to be purchased, or an annual support contract. If the incident is resolved in less than 8 hours, any remaining time is not transferable to another incident. If a per incident pack is purchased in advanced, the entitlement for the support incident will expire after 180 days.

Credit to an 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 an Samsung ProCare Advanced, Elite or Elite Plus annual support contract, as long as that purchase is made within 30 days on the per-incident purchase.

7. Additional Named Callers

The Additional Named Caller option (MI-OVCSA1), can be purchased multiple times and each purchase adds 2 Named Callers to your Elite Technical Support entitlement.

Advanced Technical Support cannot be expanded with the Additional Named Caller option.

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8. Setting up your Technical Support online account

Samsung Service ID number

Samsung validates users based on their name and the telephone number used to call Samsung.

If Samsung cannot validate a user based on the primary/alternate telephone numbers registered for that user then Samsung will request your company's Service ID. If the caller is a new user they will be added to the companies list of named callers as long as that user does not exceed the maximum number of named contacts to the support level purchased.

Your Samsung Services ID number will be sent to you upon your organizations first purchase of Services.

Support Portal setup

The Samsung Support portal allows Named Callers to submit and manage their tickets. To access go to: http://www.samsung.com/BusinessSupport

On being registered as a Named Caller for your organization Samsung will send an email to the registered email address for Named Caller with a temporary password for access the first time.

Upon logging in the user will be prompted to create a new password.

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Support Portal Overview

The Support portal provides an easy way to

1. Search the Knowledge Base and cases.
2. Updated announcement's from Samsung
3. Latest case history for quick navigation
4. Review and search for Knowledge Articles
5. Submit tickets for support

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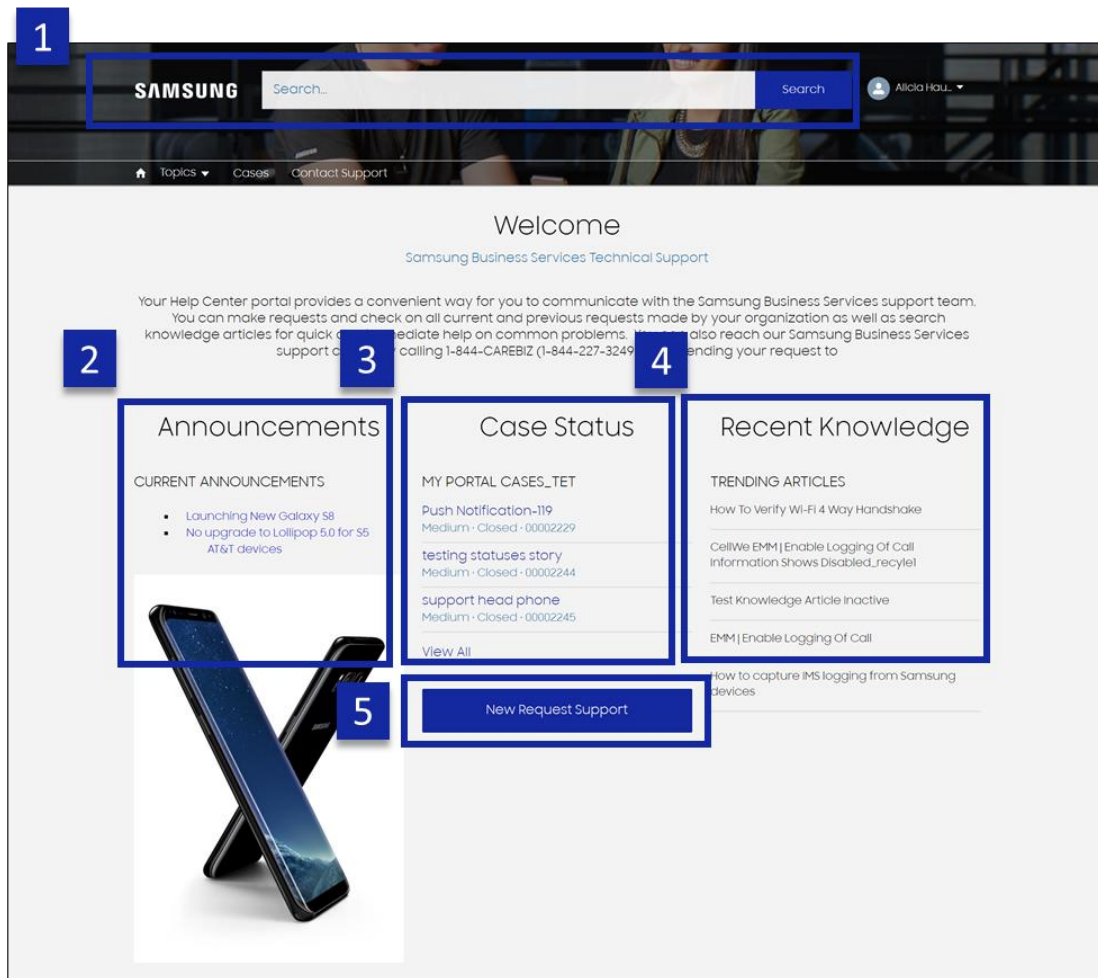
8.1. Reporting and resolving product problems

Submitting a support case online

To create a Support case online, log in to the support portal
- Click **Submit a request** on the home page (1)
- On the New Technical Support Case page (2)
- In the Subject line field, please enter a brief summary of the request
- In the Description field, please provide:
  - Description of issue and expected behavior
    - The experienced behavior
    - 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, approx. % of total mobile deployment
  - Other pertinent detail (EMM/MDM, mail system, apps, comments)
- Set the business priority for your request
  - More information and examples for use in setting the business priority can be found in the knowledgebase article "Setting your Business Priority" or in section 0 of this document
- Click Confirm

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Emailing support

Named Callers can also submit a support ticket to Samsung by sending an email to the following email address:

SBSsupport@sea.samsung.com

Subject line

If you are sending an email to request the creation of a new support request then please provide a brief summary of the request as the subject line of the email.

If your email is in regards to an existing support request, then please respond to the existing ticket thread to avoid inadvertently opening a new ticket.

Email body

Section 1.3 of this document provides a list of information that should be included in the body of the email to assist in the resolution of your support request. Please provide as much detail of the issue/request as possible, to avoid any unnecessary delays due to requests for additional information.

Please also provide a summary of the business impact to help ensure the request is handled at the correct business priority level.

Attachments

Additional information such as screen shots and log files can be attached to the email request.

To ensure correct delivery of the email request the total size of attachments should not exceed 5MB and be limited to a maximum of 10 attachments.

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8.2. Managing support cases

Tracking your support cases

You can use the Samsung Support Portal to track your support cases, using the "My Portal Cases" View

1. Select the "Cases" tab on your portal page.
2. Click on "My Portal Cases" to view and sort case lists Portal Cases" to view and sort case lists
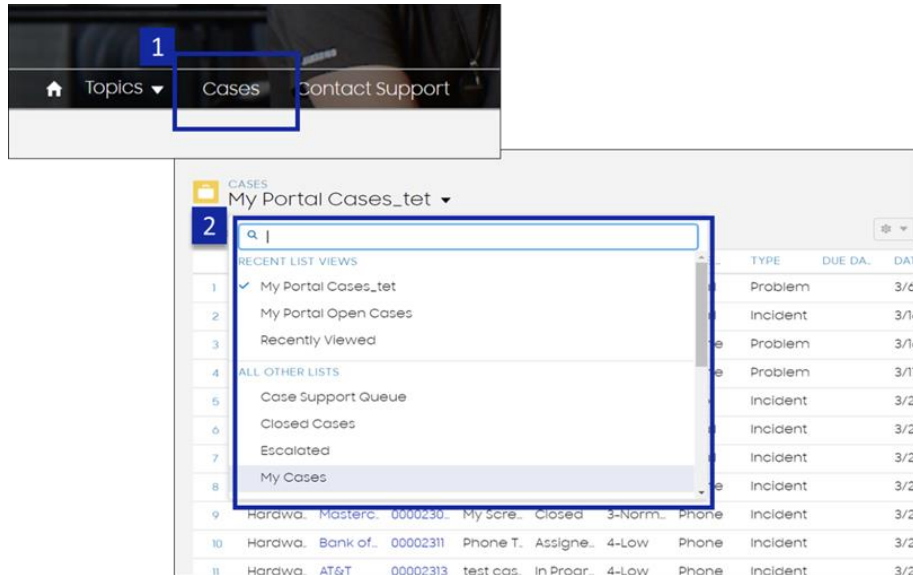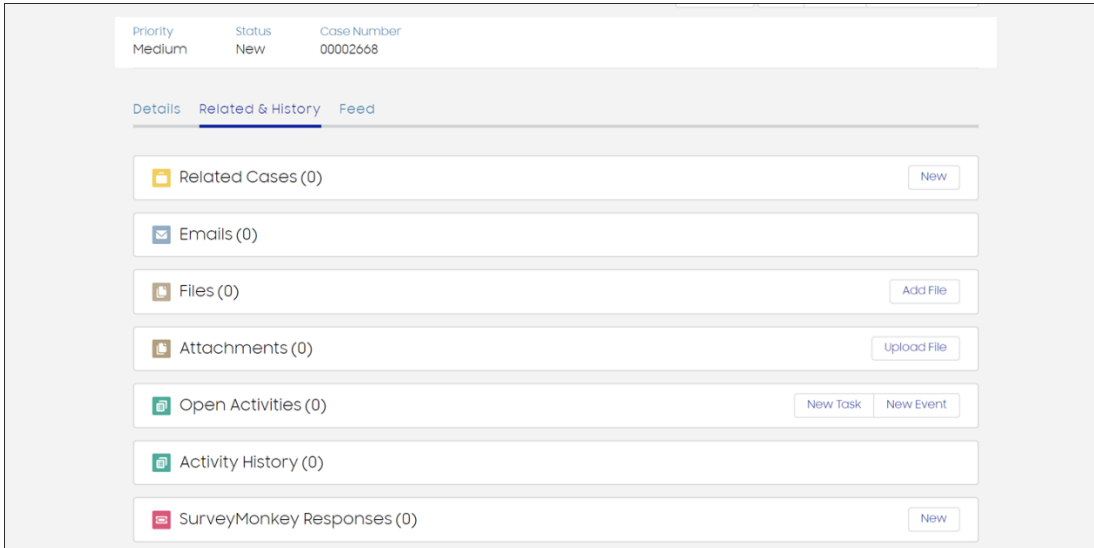

Viewing Case Status

From the "Case Information" detail page users can view case status, however the status cannot be change.

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Viewing Case History and Feed

Under related case history you can view all history, emails, activities related to that case.

Viewing Feed

Use the "Feed" section to provide updates to a case. Additional information on the case can be provided in the provided section; additionally attachments can be added to the case. Click "Share" to update the case.
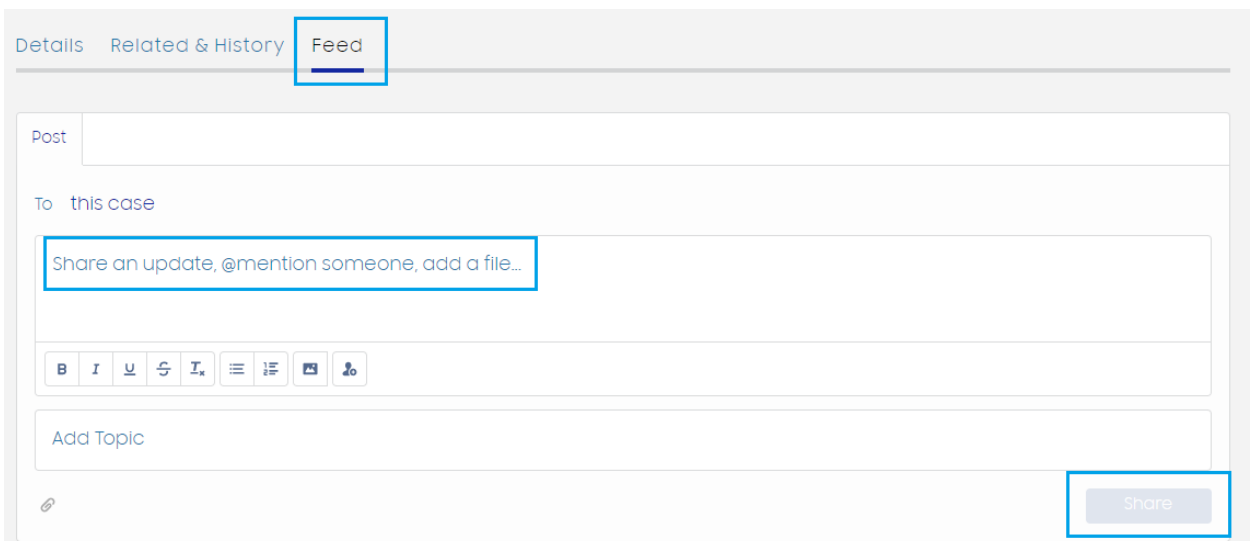
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 Closing a support case

Named Callers can close a support case by confirming that the case is resolved in the case feed. Cases that are in the resolved state for 5 business days are automatically closed.

Samsung will only mark a case as resolved in the following circumstances.
- • When a Named Caller confirms their issue is resolved by phone or email
- • When the customer requests for the case to be closed in the case feed
- • When the SAM request for the case to be closed on the Named Callers behalf
- • No response from a Named caller, after two update request emails and a call to the named caller. An Elite customers SAM will also follow up with the Named caller to validate the case is resolved.

A support case will be classified as resolved when the Named Caller confirms they have received one of the following:
- • Information that resolves the issue;
- • Information on how to obtain a software solution that will resolve the issue;
- • Notice that the issue is caused by a known, unresolved issue or an incompatibility issue with the supported product;
- • Information that identifies the issue as being resolved by upgrading to a newer software release for the supported product;
- • Information that isolates issue to a third-party product, not supported by Samsung
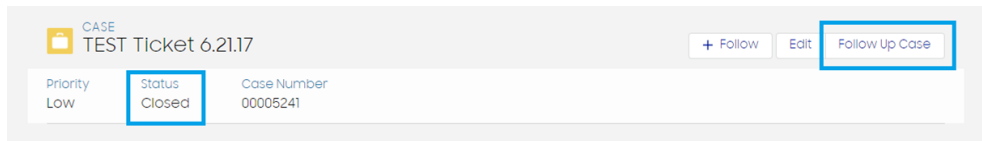
Creating a follow-up to a solved request

If after a case is marked resolved or closed, the issue reoccurs or the case was not closed to your satisfaction it is possible to create a follow up case on that issue.
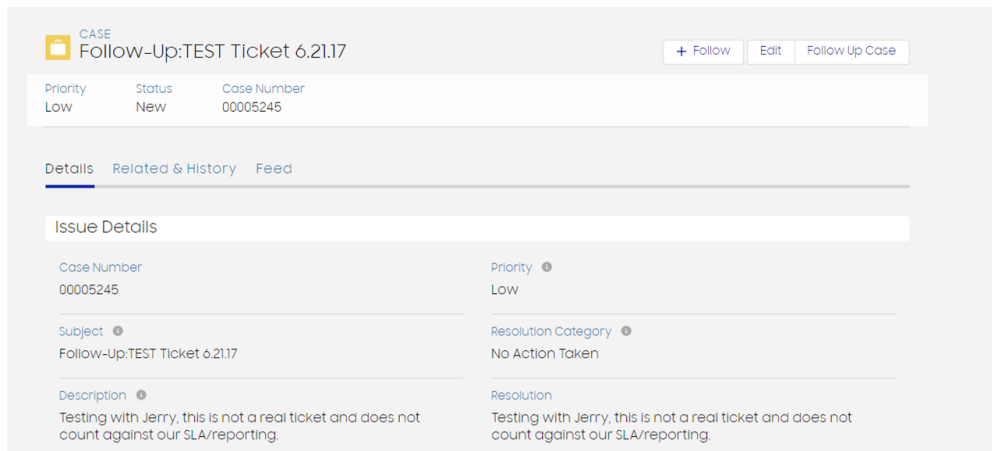1. Select the "Cases" tab on your portal page.
2. Click on "My Closed Cases" to view
3. Select the closed case that needs to be re-opened
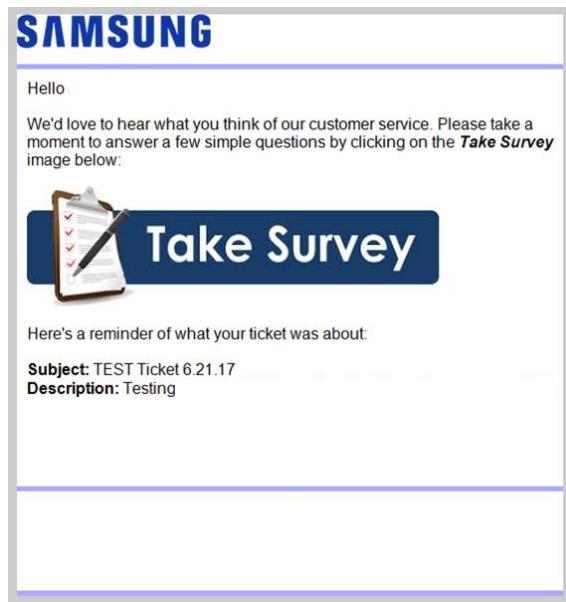
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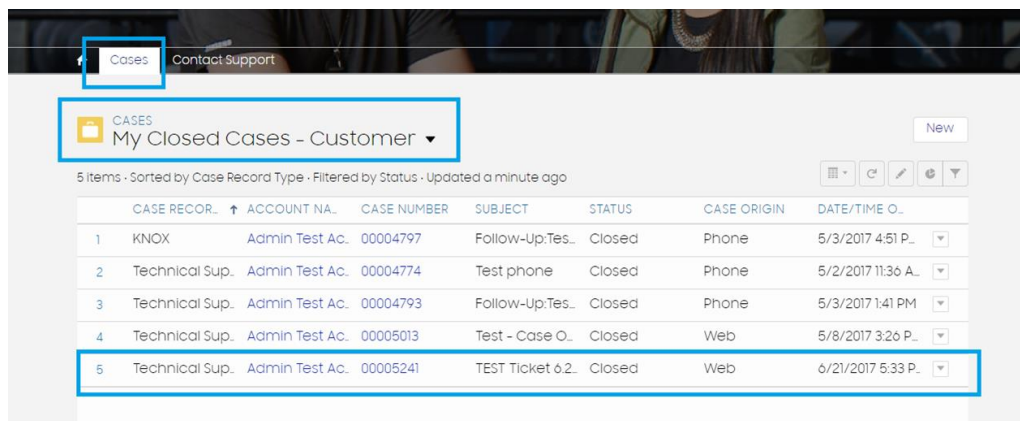
4. Select "Follow Up Case

A new case is now created with the information of the previous case. Additional comments can then be added to the new case's feed.

Survey on case resolved

On a case being set to "resolved" a survey will be sent to the named caller to ensure the case was resolved to your satisfaction.

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The sale and performance of Samsung 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.

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.

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