

# SAMSUNG

## Partner Technical Support Service Guide



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Service Guide  
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# 1 SERVICE OVERVIEW

Samsung Partner Technical Support (“PTS” or “Samsung PTS”) provides partners (“Partner” or “PTS partners”) who are supporting their B2B End Customers (“End Customers”) with the expertise of Samsung mobility engineers. Samsung’s experts are ready to provide reliable support and escalation routes, as well as issue resolution to Partners who represent End Customers’ needs.

Downtime and inefficiency equal loss in productivity. That’s why PTS offers Partners direct access to a team of enterprise mobility experts in Samsung. Samsung PTS will help Partner’s customers to maximize the returns from their mobility investment. Whether it is troubleshooting, assistance with implementing new OS releases or exploring ways to fully use Samsung phones, tablets, wearables, Galaxy Books and Chromebooks, Samsung is here to support.

By purchasing Samsung PTS, Partner will be able to get Tier3 support from Samsung for its End Customers. Partner will be responsible for Tier 1 and 2 Support to Partner’s End Customers (see [Tier Definitions](#) in Appendix), including but not limited to receiving contact from End Customers, confirming that the contact is Samsung device or Samsung Enterprise Solution related, and performing initial troubleshooting actions. If Partner determines that an issue is Tier 3 level after the initial troubleshooting, Partner may escalate the issue to Samsung in accordance with the procedures outlined in this Service Guide.

Partners must provide Tier 1 and 2 support for End Customer including but not limited to;

- Samsung-branded preloaded apps
- Samsung enterprise solution (Knox) product line
- Samsung device OS support
- 3<sup>rd</sup> party EMM/MDM interoperability support
- Collaborative support for enterprise applications
- Troubleshooting devices and connectivity issues

Partners must complete and maintain compliance with the service requirements at all times, as outlined in this Service Guide. A high-level overview of the requirements is set out below:

- Partner’s Named Callers are required to manage relevant tools and knowledge to troubleshoot Tier 1 and 2 issues
- Partners must set up and maintain a troubleshooting environment for supporting products such as Samsung device & SW and MDM solutions.
- Partners must setup and maintain its own support tools for End Customers, such as telephone contact, e-mail contact and ticketing system.

Note : Samsung PTS services will be delivered in English only regardless of Partners’ support service language for End Customers.

## 1-1. Service description

PTS provides post-sales technical support to Partners who are supporting their End Customers.

The team of Samsung mobile experts is able to handle and resolve technical issues related to Knox and its services (Knox Suite, Knox Mobile Enrollment, Knox E-FOTA, Knox Asset Intelligence, Knox Manage, Knox Platform for Enterprise, Knox Service Plugin, Knox Remote Support, Knox Capture, Knox Authentication Manager, Knox Configure, 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, Bluetooth), emails (integration of exchange active sync, native email client), and enterprise mobility management (new device addition, OS upgrades and MR upgrades).

There are multiple options of support offering that Partners can choose to suit their needs.

Features		Advanced <sup>1)</sup>	Elite	Elite Multinational
Access to experts <sup>2)</sup>	Named Callers	2	6 <sup>3)</sup>	6 <sup>3)</sup>
	Supported Location	Single country	Single country	Multiple countries
	Maximum support requests per year from contract start date	30	unlimited	unlimited
	Portal, Email support	✓	✓	✓
	Operation hours (Severity 1) <sup>4)</sup>	Biz hours	24 x 7	24 x 7
	Operation hours (Severity 2,3,4) <sup>4)</sup>	Biz hours	Biz hours	Biz hours
	Troubleshooting lab	✓	✓	✓
Response charter (Initial response time)	Severity 1	2 biz hours	1 hour	1 hour
	Severity 2	4 biz hours	2 biz hours	2 biz hours
	Severity 3	12 biz hours	12 biz hours	12 biz hours
	Severity 4	24 biz hours	24 biz hours	24 biz hours
Advantage program	Online self-training	✓	✓	✓
	Beta program opportunity (where available)	-	✓	✓
Consultancy Services <sup>5)</sup>	Knox product introduction	-	✓	✓
	Knox onboarding assist	-	✓	✓
	EMM Migration to Knox Manage	-	✓	✓
	Quarterly Product Update	-	✓	✓
Support account management	Designated Support Account Manager	-	✓ <sup>6)</sup>	✓ <sup>6)</sup>
Kick-off meeting	kick-off meeting	✓	✓	✓
Reporting	Incident status reporting (web based)	✓	✓	✓
	Samsung mobile vulnerability bulletin service	✓	✓	✓
	Quarterly written activity report	-	✓	✓
	Regular teleconference review	-	✓	✓
Support coverage	Support devices (Samsung)	Samsung Mobile Devices <sup>7)</sup>	Samsung Mobile Devices <sup>7)</sup>	Samsung Mobile Devices <sup>7)</sup>
	Troubleshooting issues	✓	✓	✓
	OS technical support <sup>8)</sup>	✓	✓	✓
	Samsung branded preloaded apps/SW	✓	✓	✓
	Samsung enterprise solution (Knox) <sup>9)</sup>	✓	✓	✓
	EMM/MDM interoperability	✓	✓	✓
	Collaborative support for enterprise applications	✓	✓	✓

1) The availability of 'Advanced' service may vary depending on country.

2) Named Callers are eligible to contact expert engineers via customer portal or dedicated email address

3) Expandable with Additional Named Caller Option. See section 1.3

4) Biz hours are set out in section 1.2.

5) Detailed information about the Consultancy Services can be found in the separate Consultancy Service Guide document.

6) Expandable with Additional SAM (Support Account Manager) Option

7) Smartphones, Tablets, Wearables, Galaxy Books and Chromebooks

8) Only Android, Tizen, Chrome OS and Wear OS and Windows OS

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

## 1-2. Supported language, hours and locations

Depending on the offering Samsung PTS will be provided to single/multiple countries. The details of this support are as follows:

- ✓ Supported language : English
- ✓ Supported locations
  - Advanced and Elite : Contracted single country for Partner's Named Callers and End Customers' devices
  - Elite Multinational : Supported devices and Named Callers located in multiple countries
- ✓ Support windows : 24 x 7 for case registration
- ✓ Biz hours<sup>1)</sup> : 8am-6pm ( Mon-Fri ) excluding public holidays

1) Biz hours are as below.

	Biz hours
EMEA (Europe, Middle East and Africa)	8am-6pm (CET/CEST)
Asia Pacific	8am-6pm (GMT+7)
Americas	8am-8pm (EST/EDT)

In Advanced Technical Support and Elite Technical Support both Named Callers and devices need to be located in the same country.

Elite Multinational Technical Support Partners can have their Named Callers located in multiple countries. Business hours will be respectively applied to either EMEA, Asia Pacific or Americas, according to the region where Named Caller is located. Supported devices can be located worldwide. Named Callers must be from Partner only.

For certain service options (Elite/Elite Multinational) and severity (Severity 1 only), support will also be provided on weekends, holidays and after regular service hours by an on-call support agent. Samsung does not restrict the number of sites or locations within a country.

### 1-3. Named Callers

Named Callers (Designated Contacts), are employees of Partner's organization who are authorized to create and request updates on service tickets to Samsung. All Named Callers should be from Partner. Samsung has no responsibility to support Partner's End Customers directly. Named Callers need to have administrator rights or authorized access to End Customers' mobile infrastructure that integrates with Samsung's devices and other products. Named Callers must be knowledgeable in those systems. If in Samsung's reasonable opinion a Named Caller lacks technical experiences or knowledge, Partner may be required to replace that Named Caller with someone possessing the required aptitude.

Partners will be asked to designate a primary contact and to provide the name, phone number, and e-mail address of those Named Callers upon purchasing a PTS offering.

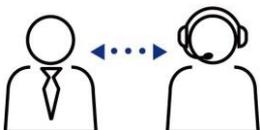
Depending on the offering PTS partners may appoint:

- a. up to 2 Named Callers in Advanced Technical Support
- b. up to 6 Named Callers in Elite and Elite Multinational Technical Support.

Named Callers are the sole liaisons between Partner 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 within 14 days after written notice to the Samsung team.

Elite and Elite Multinational PTS partners 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. Advanced Technical Support 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 organization'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 exist in the mobile ecosystem. This includes setting up virtual lab configurations to emulate organization's complex deployment and integration scenarios across major EMM/MDMs.

While Samsung maintains test environment for Samsung devices and SW as well as major EMM/MDMs, there can be limitation in keeping virtual lab environment for multiple organizations. Partner must set up its own virtual lab for its End Customer support (Tier 1 & 2) and can be requested to aid Samsung by sharing its virtual lab for End Customers with Samsung upon necessity.

## 1-6. Samsung mobile vulnerability bulletin service

The Samsung mobile vulnerability bulletin service is offered to Samsung PTS partners providing timely updates on newly discovered/reported security concerns that may impact Samsung mobile devices, and the remediation steps being undertaken. Partners and their End Customers are required to sign an NDA prior to receiving this service.

The Samsung Mobile 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 mobile platform to run their business.

The Samsung Mobile 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

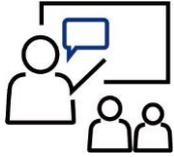


- Resolution
  - Remediation steps and OS release, or planned release to address the vulnerability



- Mitigation and Technical Solutions
  - Workarounds and other mitigations to minimize impact until remediation solution

## 1-7. Advantage program (Available for smartphone and tablet only)



PTS provides opportunities for online self-training, webinars and early access OS beta program for flagship devices where available.

The online self-training <sup>1)</sup> contents can include product introductions and how to use information to enable efficient communication between Samsung and Partner's Named Callers. The training topics will be determined by Samsung.

Elite and Elite Multinational partners can benefit from Beta Program which allows them 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 Program<sup>2)</sup> Partner 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) Detail on-line self-training method will be guided separately when on-boarding.

2) OS Beta program availability can be different by region. Please check with your SAM for the availability.

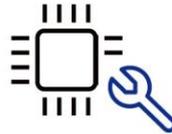
# 2 COVERAGE

## PTS coverage



### Knox

Knox Suite, Knox Platform for Enterprise, Knox Manage, Knox E-FOTA, Knox Configure, Knox Guard, Knox Mobile Enrollment, Knox Capture, Knox Asset Intelligence, etc.



### Device support

Display, battery management, memory management, camera issues



### Operating system

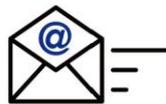
Updates, drivers, configuration



### Connectivity

### Location services

GPS, NFC, WI-FI, 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

PTS provides tier 3 support to partners in the following areas:

- Engineering or code-level maintenance support
- Samsung-branded apps preloaded on Samsung mobile devices
- 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 support<sup>1)</sup>
- Collaborative support for enterprise applications
- Troubleshooting devices and connectivity issues

1) Depending on device, scope of support might vary

## 2-2. Troubleshooting devices and connectivity issues

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

## 2-3. Device OS support

Samsung PTS provides support for Samsung devices OS management and its services. The OS support offered may be based on updates management, configuration, OS recovery, factory reset and a specific customer set up.

## 2-4. EMM/MDM Interoperability support

When a Samsung-EMM/MDM interoperability issue requires assistance from EMM/MDM vendor, Samsung can work together with the EMM/MDM provider to investigate the problem with the presence of Partner and affected End Customer. To start the process, Partner and/or End Customer needs to open a case with their EMM/MDM provider, and invite Samsung to join conference calls or email communications with the EMM/MDM. For troubleshooting purposes – Partner and/or Samsung might need to share End Customers' related information (e.g. devices logs) with the EMM/MDM provider.

## 2-5. Collaborative support for 3rd party commercial enterprise applications

Samsung PTS will assist in interoperability challenges with 3rd 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<sup>1</sup>. This does not include support of the application itself or the deployment of the application in the customer's environment. Samsung PTS 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.

## 2-6. 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.

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<sup>1</sup> Only for Android, Tizen and Wear OS

## 2-7. Out of scope

Samsung will provide support services to PTS partners who represents their End Customers with an agreed quantity and models of Samsung mobile 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 Partner's designated support level as outlined above
- Support when a virus is detected on Partner or End Customer's systems - Samsung assumes no responsibility for data loss when asked to assist Partner or End Customer with the removal of a virus
- System administrator functions that are Partner or End Customer's responsibility including, but not limited to:
  - Installation/configuration/testing/tuning of third-party non-factory installed applications or APIs, components or products
- Hardware repair service
- Backup and restoration of Partner or End Customer's system(s) and related data
- Management of Partner or End Customer-tailored parameters
- Creation/modification of scripts that are unique to Partner or End 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 need to 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 Partner, End 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 Partner
- Samsung PTS does not cover issues with Partner or End Customer's networks, third party software solutions or hardware issues
- Offering support directly to those who are not Named Callers in Partner's organization. Only Named Callers can interact with Samsung
- Devices obtained outside of normal carrier or 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 organization'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 work-around in place
2. Occurs intermittently, inconsistently

Severity4 (Low) is an incident that causes minor impairment to portions of the product or service. The incident has little or no impact to users and normal business operation. This category can apply to support of a general nature. Low situation examples include:

1. "How-to" questions that need to be escalated to R&D level
2. Configuration change

### 3-2. Initial response time

Samsung PTS will provide a swift response to Partner's request within the Initial Response Time defined herein.

This response may be an advice on how to approach the case from Partner's side, an explanation about how Samsung is going to handle the case, or any other information that's pertinent to remedying Partner's need as defined in the request.

Severity	Advanced	Elite	Elite Multinational
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

# 4 ELITE

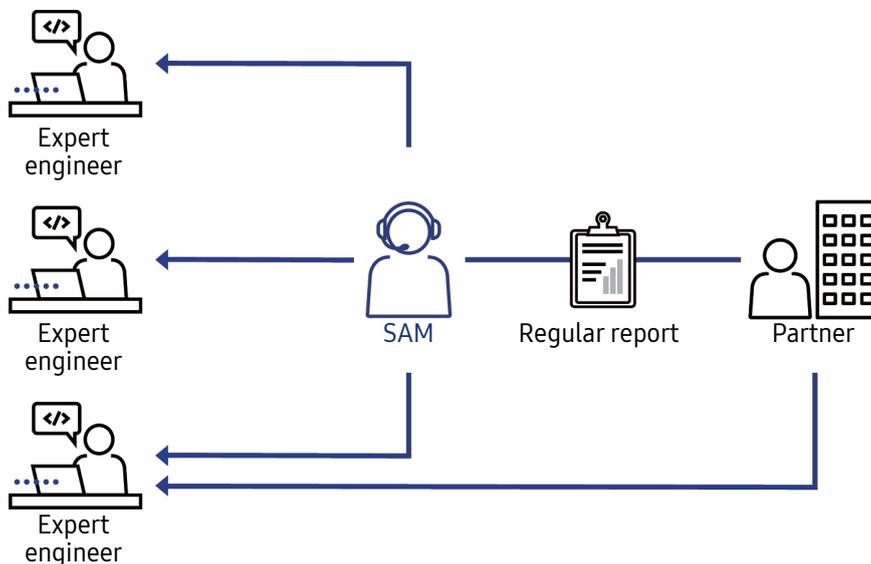
## 4-1. Support Account Manager (SAM)

In addition to 6 Named Callers, Elite and Elite Multinational for Partners also provides Partner with the access to a designated Support Account Manager (SAM), who serves as an extension of Partner’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 Partner’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

An additional Support Account Manager (SAM) may be required when a partner has multiple sites in different time zones from where the primary SAM is located, or when a partner 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

For Elite and Elite Multinational for Partners, Partner has the ability to escalate any case or service issue directly to their SAM. The SAM will work with resources within Samsung and report progress to Partner. The SAM will also determine if any additional levels of internal escalation are necessary. SAM is able to effectively communicate case priority and urgency by aligning cases to actual business requirements that are well- documented and understood by technical support organization.

Escalation directly to SAM provides a single point of contact within technical support and allows SAM to coordinate the escalation activity on Partner's behalf.

# 5 Support Process

## 5-1. Onboarding

Partner will be contacted at the beginning of the support engagement to understand the requirements related to PTS services. Samsung will assist Partner to have visibility and the required knowledge about Samsung tools and processes in order to be able to maximize the benefit of Samsung PTS service.

To help expedite issue resolution, Partner is required to share Partner's End Customers' information in advance. As part of the on-boarding process, Partner is requested to register IMEIs of all Samsung mobile devices that should be under the scope of the PTS contract. This also applies to devices purchased during the contract. Non-registered devices will not be covered by PTS. Instruction on how to register devices will be provided during the initial kick-off meeting.

Samsung will request to review Partner's technical support tools for End Customers such as ticketing system and processes available.

## 5-2. New support request

For a new support request received, Samsung will review the ticket and confirm the incident severity.

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

- Service ID
- IMEI number or serial number
- 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 the issue has been occurring for
- Reproducibility of the issue
- Impacted device information
- Carrier
- Device model number
- OS, build number
- Number of affected devices
- Other pertinent details (EMM/MDM, mail system, apps, comments)

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 Partner does not provide appropriate feedback to Samsung within five (5) business days of receiving a workaround for a problem, or if the Partner fails to respond to a request for additional information within five (5) business days.

Samsung PTS serves its partners with the expectation that first line support efforts (Tier 1 & Tier 2) have been exhausted and all the activities needed to resolve basic End Customer support incidents have been completed. Only tier 3 tickets should be raised to Samsung after initial troubleshooting by Partner.

There is an annual cap on ticket numbers that Partner can raise to Samsung in Advanced for Partners. The unused allowance within the annual ticket cap will expire after the contract year end, and will not be carried forward to the next year.

# 6 Partner Responsibilities and Requirements

## 6-1. Partner responsibilities

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

- Providing Samsung with accurate information about devices, software, and relevant environment in order to enable accurate and efficient troubleshooting of submitted incidents
- Ensuring that Named Callers are verified on a regular basis and any changes to assigned Named Callers are communicated to Samsung in advance.
- Maintenance of relevant product knowledge and initial troubleshooting skills such as problem isolation and identification before escalating to Samsung
  - At least one of Partner's Named Callers must maintain CompTIA A+ certification
  - All Named Callers must possess Samsung Knox certification
- Maintenance of virtual lab environments and efficient support tools for End Customers
- Assisting Samsung to verify compatibility of recommended software patches
- Coordinating, facilitating, and participating in support reviews and technology meetings when necessary

## 6-2. End Customer support

Partner is responsible for managing End Customer relationship and supporting all Tier 1 and Tier 2 issues from their End Customers. Partners shall not provide their End Customers with direct access to Samsung Support team, however Partner may engage with Samsung in three-way communication if direct End Customer communication is requested by Samsung upon necessity.

Partner shall support Samsung to effectively provide Samsung PTS services. When requested by Samsung, Partner shall promptly provide records, log files, configuration files and/or any necessary information for troubleshooting. Partner is required to arrange conference calls among End Customer, Partner and Samsung if requested by Samsung.

Partner is responsible for handling any and all support incidents from its End Customer except those that can be categorized as Tier 3 incidents, and must reasonably try to troubleshoot issues before categorizing them as Tier 3 incidents. To ensure only appropriate technical support incidents from Partner's End Customers are engaged with Samsung, Partner will ensure that only Partner Named Callers ask for Samsung PTS support.

All tickets submitted by the partner should correspond to the partner's existing End Customers only. Tickets raised on behalf of other partners or other partners' End Customers are not permitted.

### 6-3. Systems

Partner is required to maintain an effective ticketing system, interactive voice response system, and e-mail channels, whereby their End Customers can submit support incidents. Partner is required to set up and maintain troubleshooting environment of the Samsung enterprise software, MDMs from 3rd party, etc. that its End Customers are using to ensure Partner can leverage the environment for troubleshooting and training. When requested by Samsung, Partners shall provide proof of such infrastructure and technology.

### 6-4. Publicity: Advertisement

Partner may choose to sell its service using "Samsung" as a reference, in the form of "Powered by Samsung". Prior to Partner referring to "Samsung" in any of its external materials, including documents, websites, promotional materials, and etc., such matters MUST be discussed with and agreed by Samsung in advance.

In the case of Partner selling its service with reference to Samsung, Partner will need to meet certain additional criteria. Partner is required to share End Customer information and any external material such as service description with Samsung. Partner is also expected to grant permission to Samsung to access its ticketing system for End Customers, submit periodic technical incident reports, as well as allow Samsung to conduct satisfaction surveys with the End Customers.

### 6-5. Reports

Partner can be asked to provide Samsung a support incident report on a quarterly basis. Partner will send this report through designated system or mail using template provided. This report may include.

- Partner's Name
- Partner's End Customers' Company Names
- Summary of Partner's Tier 1 & 2 support tickets per End Customer: Number of incidents & description
- Summary of Partner's Tier 3 escalation to Samsung per End Customer : Case number

## # Appendix. Tier Definitions

Support Tier	Definition of Responsibilities	Party Responsible
Tier 1 Support	<ul style="list-style-type: none"> <li>Respond to inquiries related to device daily usage (guide lines and FAQs)</li> <li>Provide basic support like device lock down, password reset, enrolment procedure (if allowed to access MDM console)</li> <li>Triage issues (whether it is an HW or SW issue)</li> <li>Provide HW repair service guide if required (contact local service center)</li> <li>Escalate issue to Tier 2 for advanced troubleshooting</li> </ul>	Partner
Tier 2 Support	<ul style="list-style-type: none"> <li>Triage issues at deeper level (e.g. whether it is KNOX or 3<sup>rd</sup> party MDM issue)</li> <li>Provide frontline support (in creating/deleting users accounts, assigning/removing configurations/applications)</li> <li>Provide frontline troubleshooting (checking policies, profiles, licenses, software versions, and collecting logs for analysis)</li> <li>Escalate issue to Tier3 or 3<sup>rd</sup> party company based on the issues if in-depth troubleshooting/fixing is required</li> </ul>	Partner
Tier 3 Support	<ul style="list-style-type: none"> <li>Management of major technical issues that may require reproducing the symptom and testing it under specific IT environment to find a solution or work-around such as applying pre-tested software settings, applying a software patch (KNOX, OS or MDM).</li> <li>Escalate issues to R&amp;D for SW fix</li> </ul>	Samsung

*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 Partner does not provide appropriate feedback to Samsung within five (5) business days of receiving a workaround for a problem, or if Partner fails to respond to a request for additional information within five (5) business days.*