ProCare keeps your mobile workforce working at peak efficiency.

Downtime and inefficiency equal lost productivity. So Samsung ProCare Technical Support offers you direct access to our team of enterprise mobility experts. They’ll help your IT team get the very most from your mobility investment. Whether you’re troubleshooting, preparing for the next OS release or looking to use Samsung phones, tablets and wearables in new and innovative ways, Samsung is here to help.

**Samsung ProCare Advantages**

**Unparalleled Samsung Support**
No other organization can provide the level of support that we can on Samsung devices. Since we develop hardware, operating systems and enhanced mobile security solutions, as well as having a close relationship with carriers and Android developers, we have the ability to provide your IT team a unique level of assistance.

**Support for a Range of Issues**
Samsung can assist you with a variety of issues, including new mobile operating systems, software and security updates, synchronization challenges, device security and encryption, and certificate-based authentication.

**Flexible Support Options**
Choose the support option that best fits your organization. Options include Advanced (Tier-3 support), Elite (Tier-3 support with account management) and Elite Plus (advanced device exchange).

Contact Us: samsung.com/us/business-services
Flexible support options.

Samsung’s levels of support options are designed to meet your specific needs. Contact Samsung at samsungbusinessservices@sea.samsung.com for more information.

Advanced Technical Support: Mobility Expertise on Demand
With Samsung’s commitment to the Enterprise, Tier-3 mobility experts are only a phone call away. Our goal is to have a Tier-3 engineer on the line and helping you within 90 seconds.

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

Elite Plus: NBD Advanced Exchange
The hassle-free alternative to managing your own spare pool. Simply request an exchange on a registered device and we’ll ship you a replacement for delivery the next business day (some restrictions apply3). Devices can be exchanged because of accidental damage such as broken screens or water damage.

### Samsung ProCare Technical Support

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing Units</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name Callers</td>
<td>Per Customer</td>
<td>Per Customer</td>
<td></td>
</tr>
<tr>
<td>Support Locations</td>
<td>Multiple within US</td>
<td>Multiple within US</td>
<td></td>
</tr>
<tr>
<td>Support Requests Per Year</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td></td>
</tr>
<tr>
<td>Phone Support (Toll-Free)</td>
<td>12/5</td>
<td>24/7</td>
<td></td>
</tr>
<tr>
<td>Service Portal and Email Support</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Single Point of Contact, Ownership and Issue Resolution</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Troubleshooting Lab</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Response Charter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone Response (Regardless of Severity)</td>
<td>80% within 90 Sec</td>
<td>90% within 90 Sec</td>
<td></td>
</tr>
<tr>
<td>Portal / Email Response</td>
<td>1 Business Day</td>
<td>2 Hours</td>
<td></td>
</tr>
<tr>
<td>Status Updates</td>
<td>Standard</td>
<td>Enhanced</td>
<td></td>
</tr>
<tr>
<td>Support Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Troubleshooting Hardware (Samsung Devices)</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>New OS Release Support (Samsung Devices)</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Samsung Mobile Vulnerability Communication Service</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>EMM / MDM Interoperability</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Collaborative Support for Enterprise Applications</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Knox Workspace Enhanced Support</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Knox Custom Configurator Enhanced Support</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Service Account Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Designated Service Account Manager</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Regular Case Reviews and Reporting</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Escalation Management</td>
<td></td>
<td></td>
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<tr>
<td>Device Exchange</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Exchange (Up to 10% of Devices Registered)</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Next Business Day Delivery (Residential or Commercial)3</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Samsung Certified Refurbishment</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Samsung-Owned Spare Pool</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Includes Accidental Damage Coverage</td>
<td>Yes</td>
<td></td>
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</tbody>
</table>

### Ordering Information

<table>
<thead>
<tr>
<th></th>
<th>Advanced Technical Support</th>
<th>Elite Technical Support</th>
<th>Elite Plus Advanced Exchange</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Year (12 Months)</td>
<td>MI-OVCPAA</td>
<td>MI-OVCPAB</td>
<td>MI-OVCPAC</td>
</tr>
<tr>
<td>2 Years (2 x 12 Months)</td>
<td>MI-OVCPAA2</td>
<td>MI-OVCPAB2</td>
<td>MI-OVCPAC2</td>
</tr>
<tr>
<td>3 Years (3 x 12 Months)</td>
<td>MI-OVCPAA3</td>
<td>MI-OVCPAB3</td>
<td>MI-OVCPAC3</td>
</tr>
</tbody>
</table>

1 Expandable with Additional Named Caller Option.
2 Minimum of 200 devices registered under Elite Plus.
3 Certain restrictions apply to Next Business Day delivery, depending on timing and location. Refer to Services Guide section 5.3 for details.

### Additional Named Caller Option
Organizations requiring additional named callers or needing to expand the supported device limit can use the Additional Named Caller Option (MI-OVCSA1) to add two named callers. (See Service Guide for more information).

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Samsung offers complete support.
Samsung can provide complete support of your mobile devices, whether phones, tablets or wearables.

Interoperability Support
Enterprise Mobility Management
- New device addition
- New updates
- Device configuration settings

Enterprise Applications
- Deployment troubleshooting
- Abnormal behavior analysis

Email
- Exchange Active Sync
- Native email client

Knox™ Enhanced Support
- Knox Workspace
- Knox Premium
- Knox Customization Configurator

Device Assistance
Device Hardware Support
- Display
- Battery management
- Memory management
- Camera

Operating Systems
- Encryption
- Updates
- Drivers
- Configuration

Connectivity / Location Services
- Cellular connectivity
- GPS
- NFC
- Wi-Fi
- VPN
- Bluetooth

Advanced Exchange
- Next Business Day delivery
- Accidental damage and mechanical breakdown covered
- Samsung certified refurbishment

Samsung Advanced Exchange.
Samsung minimizes downtime with a streamlined, Next Business Day approach to device exchange.

One Business Day
Customer
Device Issue
Exchange Requested
Ticket Created
Dispatch Notification
Residential or Commercial Next Business Day
Notification of Return Deadline
Return of Damaged Device
Samsung Certified Refurbishment

14 Days
Samsung
Delivery of Replacement
Residential or Commercial Next Business Day

Learn More
samsung.com/business
insights.samsung.com
samsung.com/us/business-services

Product Support
1-866-SAM4BIZ

Follow Us
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@SamsungBizUSA

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1Certain restrictions apply to Next Business Day delivery, depending on timing and location. Refer to Services Guide section 5.3 for details.