

**SAMSUNG SDS AMERICA, INC.
SOFTWARE TECHNICAL SUPPORT POLICY
FOR EMM (ON-PREMESIS)**

(This Software Technical Support Policy is governed by the Software Schedule under the General Terms.)

1. General; Policy Updates

Tier 1 Technical Support (“**Tier 1 Technical Support**”) is to be provided by Customer to Customer’s end users, and Tier 2 and Tier 3 Technical Support (“**Tier 2/3 Technical Support**”) is to be provided by Samsung SDS to Customer, as described in greater detail in Section 3 (Technical Support Description, Roles, and Responsibilities).

In order for Customer to commence receiving Tier 2/3 Technical Support, Customer shall meet the following minimum requirements:

- The Software is running unaltered on a certified hardware, database, and operating system configuration, as specified in Customer’s order or Software Documentation
- Issues (or errors) are “reproducible” in the currently supported software release version.

This Technical Support policy applies only to Samsung SDS direct customers.

“**Error**” shall mean a failure of the Software to substantially conform to the Software Documentation.

2. Technical Support Offerings

There are two service offerings of Tier 2/3 Technical Support available from Samsung SDS. The support service offerings provided by Samsung SDS will be based on the service offering for which the Customer has paid.

- **Standard Support:** service offering to provide remote Tier 2/3 Technical Support for Software, as described in Section 3.3 (Samsung SDS-Provided Tier 2/3 Technical Support) below.
- **Advanced Support:** service offering to provide remote Tier 2/3 Technical Support for Software, as described in Section 3.3 (Samsung SDS-Provided Tier 2/3 Technical Support) plus (i) priority queuing and (ii) service level higher priority response (as described in the table in Section 4).

The following additional services are available by Samsung SDS for purchase: pre-consulting service and Software training.

3. Technical Support Descriptions, Roles, and Responsibilities

3.1 Customer’s Technical Contact

A Customer’s technical Tier 1 contact means the Customer liaison between Customer’s end users and Samsung SDS for Tier 2/3 Technical Support. Customer shall appoint two Customer individuals (Standard) or four Customer individuals (Advanced) at least 7 business days prior to the commencement of the Technical Support period, and such liaisons shall be fluent in English. Customer’s Tier 1 Technical Support contacts should have the appropriate authorization to resolve conflicts between different Customer end user teams, prioritize service requests, and adjust Customer end user activities regarding support of Customer’s environment.

3.2 Customer-Provided Tier 1 Technical Support

Customer shall provide Tier 1 Technical Support to Customer’s end users for the Software as described here:

- Receive service request regarding the Software by means of the Technical Support Portal, email, or telephone, from Customer’s end users
- Identify and verify the service request reported by Customer’s end users; verify the severity level in good faith; obtain other applicable details of the service request; attempt in good faith to resolve the service

request but if unable to do so, then escalate by submitting service request to Samsung SDS for assistance, sharing all relevant information about the Error to Samsung SDS.

- Customer must have a baseline understanding of the Software and Customer’s end user environment to verify the Error.
- Cases where there is an Error, Customer’s Tier 1 Support must be able to reproduce the Error in order to assist Samsung SDS in diagnosing and triaging the Error.
- Provide Samsung SDS with a full access to Customer’s environment, functions, techniques, and work resources, to assist on Error resolution. Customers who do not provide full access to such will be subject to delayed tier support service.
- In cases where the Error is addressed in a Software FAQ issued by Samsung SDS, Customer will give the FAQ information to the Customer’s end users themselves to resolve without submitting a service request to Samsung SDS.

3.3 Samsung SDS-Provided Tier 2/3 Technical Support

Samsung SDS shall make Tier 2/3 Technical Support available to Customer so that Customer may submit service requests via phone, email, or Technical Support Portal. Severity 1 service requests must be reported by Customer via phone only, which is available 24 hours by 365 days. Severity 2, 3, and 4, service requests may be submitted by Customer via phone, email, or Technical Support Portal. Samsung SDS 2/3 Technical Support hours of operation are between the hours of 8 AM and 8 PM Eastern Time (UTC -5:00), Monday through Friday, excluding US federal holidays. Service requests received outside of Samsung SDS US Tier 2/3 Technical Support hours of operation will be addressed by the Samsung SDS Global Contact Center in Korea.

Tier 2/3 Technical Support Service Description
Provide Software updates including security updates (to the extent made generally commercially available by Samsung SDS)
Provide bug fixes, and patches, to fix Errors
Service request management via phone, email and Technical Support Portal Provide web-based Technical Support Portal collecting service requests 24 hours x 7 days per week
Provide remote log analysis and assistance
Provide access to knowledge base articles, such as self-help, user and installation guides, FAQs, and training videos
Provide 24x7 emergency support for Critical Business Impact Errors (Severity 1)

4. Service Request Response Times

Tier 2/3 Technical Support service requests are divided according to the severity level of the Error, and Samsung SDS shall respond to each Error as described in the table below.

Severity Level	Definition	Examples	Target response times
Severity 1	Critical business impact: Severe end user impact due to loss in core functionality of Software	-Critical operational Errors, such as a system crash or nonresponsive -Error causing data loss or data corruption	<ul style="list-style-type: none"> • 2 hours – Standard Support¹ • 1 hour – Advanced Support¹

		-Error causing Customers business operations critically disrupted	
Severity 2	Significant business impact: Software operates in a limited manner with significant end user impact	-Error forcing a restart or recovery -Error causing degraded performance -Error causing Software functionality to operate in a restricted manner	<ul style="list-style-type: none"> • 6 hours – Standard Support¹ • 2 hours – Advanced Support¹
Severity 3	Minimal business impact: Minor loss of functionality or end user impact. Acceptable to Customer in short term	-Error causing limited impact on operational functionality -Error causing minor user impact; users can still perform critical Software functions	<ul style="list-style-type: none"> • 8 hours – Standard Support¹ • 4 hours – Advanced Support¹
Severity 4	Nominal business impact: No loss of functionality	-Software intended operation has no loss of functionality or doesn't impact end users -Software questions pertaining to functionality and configuration -Feature requests or enhancements	<ul style="list-style-type: none"> • 3 business days - Standard Support¹ • 1 business days - Advanced Support¹

¹ Initial response times include local business hours only and exclude weekends and holidays.

5. Support Lifecycle

Samsung SDS will provide Tier 2/3 Technical Support for major and minor releases of the Software. End of Tier 2/3 Technical Support notifications for specific software releases will be communicated to affected customers via notification email. For further detailed information, please contact Customer's account manager or sales representative of Samsung SDS.

6. Supplemental Terms and Conditions

6.1 Matching service levels

When Customer purchases Tier 2/3 Technical Support for the Software, all Software licenses included in any given license set will be eligible to receive Tier 2/3 Technical Support under the same Tier 2/3 Technical Support service level purchased by Customer. Samsung SDS does not offer Tier 2/3 Technical Support for a subset of licenses within a license set. A license set is defined as a single implementation use case within Customer's environment.

6.2 Reinstatement

If Customer desires to purchase Tier 2/3 Technical Support after expiration of the then-last Tier 2/3 Technical Support period (or in the event there is no then-last Tier 2/3 Technical Support period, then the commencement of the license term for the Software) then in addition to the Tier 2/3 Technical Support renewal period fee, Customer must also pay to Samsung SDS the equivalent Tier 2/3 Technical Support fee that Customer would have paid to Samsung SDS as if there was no gap in the Tier 2/3 Technical Support period.

6.3 Tier 2/3 Technical Support level upgrade

Customer may upgrade to a higher Tier 2/3 Technical Support service level offering at any time. If Customer wants to upgrade the Tier 2/3 Technical Support service level during the then-current Tier 2/3 Technical Support period,

the then-current service period will be terminated, and a new Tier 2/3 Technical Support annual period will commence upon Customer's payment to Samsung SDS for the newly upgraded Tier 2/3 Technical Support service level (less any pre-paid but unearned lower service level Tier 2/3 Technical Support period that was so terminated early).

6.4 Software development kit

A software development kit (SDK) is a set of software development tools that enables software engineers to create applications such as specific software package, framework, hardware platform, computer system, and operation system. Samsung SDS may have licensed to Customer a SDK for the Software as part of the Software. Tier 2/3 Technical Support does not apply to any SDK. Technical assistance by Samsung SDS to Customers for SDK's may be provided for additional fees.

7. Technical Support Portal

Samsung SDS's Technical Support Portal collects service requests and provides technical information via the knowledge base to educate Customers about known Errors encountered. Customer can access the Technical Support Portal with registered User Account to access FAQs, documents, and manage service requests. To access the Tier 2/3 Technical Support Portal, please visit www.sdsasupport.com.

8. Technical Support General Information

United States

- Technical Support Coverage: 24 hours x 365 days via Technical Support Portal and Phone
- Business hours: Monday - Friday from 08:00 AM - 08:00 PM Eastern Time (New York), excluding US Holidays
- Phone: 844-502-7372
- Email: support.sdsa@samsung.com
- URL: www.sdsasupport.com
- Language: English