Samsung Knox Enterprise Firmware-Over-The-Air One (Samsung E-FOTA or Solution) is a business solution that allows Customers to manage firmware versions on Samsung mobile devices to maximize efficiencies. The latest security patches can be deployed to devices on a schedule set by the Customer. Alternatively, IT admins can test updates before deployment, helping to ensure compatibility between in-house apps and new OS versions.

Service Description (SD)

1. General

The Solution consists of the following components: (i) a downloadable application (App) that is managed using (ii) a Samsung web-based server (collectively the Solution). An optional Customization Set-up Service is also available.

1.1. Samsung E-FOTA

Use of the Solution enables enterprise IT administrators to remotely deploy OS versions and security updates to subscribed devices without requiring user interaction. It enables Forced Updates (pushed updates that do not require user interaction), Selective OS Version (devices locked to a specific OS version until the Customer is ready to deploy the latest OS version), and Scheduled Updates that help reduce interruptions by scheduling firmware updates. Customers use a web-based console to control how and when firmware updates are performed on subscribed mobile devices that have downloaded the App.

Using the Solution, a Customer's IT administrators can push firmware updates from a Samsung Business-To-Business (B2B) FOTA server to subscribed devices.

Samsung E-FOTA may be used with Samsung Knox-supported devices with Android 7 and later OS installed. Out-of-box experience (OOBE) installation may be used with devices that have Android 9 and later OS installed.

1.2. Samsung Customization Set-up Service (Optional)

Optional Samsung Customization Set-up Service is provided directly by Samsung. This service helps Customers configure their Samsung E-FOTA service. Samsung experts work to understand the Customer's business requirements, then develop an appropriate configuration within the Samsung E-FOTA portal.

1.3. Important Information

- All fees paid for the Solution are non-refundable.

- Users may download the App onto one device per subscription.

- The Solution is only available to enterprises in the U.S. and end users download the App in the U.S. Customer is responsible for all uses of the Solution outside the U.S.

- The Solution is available only to Customers with a qualified AT&T business or government agreement (Enterprise Agreement) and a Foundation Account Number (FAN).

- Users' devices must be subscribed to an AT&T wireless service and activated on an eligible AT&T data plan on a compatible device with a high-speed connection.

- The Solution's administrative interface is accessed via a Web portal and requires an Internet connection.

- AT&T reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause.

- Additional hardware, software, service and/or network connection may be required to access the Solution.

- Use of the Solution requires download of application software to user devices from an app store or from a third-party site. AT&T is not licensing or furnishing the software.

- The Solution is subject to the terms and conditions of the Knox E-FOTA Terms & Conditions located at https://us-ke.samsungknox.com/admin/#/terms, as it may be amended from time to time. See the Knox E-FOTA Terms & Conditions section below for additional information.

- Exclusive Remedy - Customer's sole and exclusive remedy for any damages, losses, claims, costs and expenses arising out of or relating to use of the Solution will be termination of service.

1.4. Data Privacy

Customer Personal Data may be transferred to or accessible by (i) AT&T personnel around the world (ii) third-parties who act on AT&T's or AT&T's supplier's behalf as subcontractors; and (iii) third-parties (such as courts, law enforcement or regulatory authorities) where required by law. Customer will only provide or make Customer Personal Data accessible when Customer has the legal authority to do so and for which it has obtained the necessary consents from its end users and will camouflage or securely encrypt Customer Personal Data in a manner compatible with the Solution. As used in this Service Guide, the term Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information or any other information that identifies or could reasonably be used to identify Customer or its end users. Customer is responsible for providing end users with clear notice of AT&T's and Customer's collection and use of Customer Personal Data obtained via the Solution, including, without limitation, end user device location information, and for obtaining end user consent to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising end users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing for end user review the relevant links to the Product Brief or other sales information that describes the Solution and to AT&T's Privacy Policy at http://www.att.com/gen/privacy-policy?pid=2506. Customer is responsible for notifying end users that the Solution provides E-FOTA capabilities and has control over what updates are provided, including how and when.

1.5. Knox E-FOTA Terms & Conditions

Customer must agree to the terms of the Knox E-FOTA Terms & Conditions before the first use of the Solution. The Knox E-FOTA Terms & Conditions is an agreement between Customer and Samsung, to which AT&T is not a party. If Customer does not accept the terms of the Knox E-FOTA Terms & Conditions, it must not use the Solution.

2. Offer Elements (Service Components)

The Solution includes subscriptions to the Samsung E-FOTA App, use of the Samsung FOTA B2B server, Samsung Maintenance and Technical Support. Optional Professional Services are also available.

2.1. Subscriptions (Samsung E-FOTA App)

The App is made available to users' devices from a commercial app store.

2.2. Technical Support

Samsung E-FOTA subscriptions include Samsung Maintenance and Technical Support in the US only. Samsung technical support is accessible online or by phone. Samsung's portal provides 24-hour access to FAQs, Knowledge Base, documentation, ticket submission and tracking. Customers can submit tickets to the Samsung Technical Support team through the web portal. A phone number is provided to Customers to reach the Samsung Technical Support team, who are available from 8am to 8pm CST, 24x7x365.

Definition Table Issue Severity	
Severity	**Issue**
Severity 1	An incident that causes the Solution to be inoperative or a security breach that could result in an unauthorized third-party obtaining access to Customer data. The incident is impacting a significant number of users and severely impacting normal business operations. No workaround is immediately available.
Severity 2	An incident which causes widespread or sporadic impairment of portions of the Solution. The incident is impacting a significant number of users and impacting normal business operations. No workaround is immediately available.
Severity 3	An incident which causes impairment (e.g. a bug or non-conformity) to portions of the Solution. The incident is impacting a small number of users and minimally impacting normal business operation.
Severity 4	An incident which causes minor impairment to portions of the Knox Services and the incident has little or no impact on users and/or normal business operations. For example: (1) Customer has a "how-to" question and (2) a Configuration change.

Samsung SLA Table Severity		
Severity	**Response**	**Status Frequency Updates**
Severity 1	1 Hour	Every hour or as requested
Severity 2	2 Hours	Every hour or as requested
Severity 3	1 Business Day	Every Business Day or as requested
Severity 4	2 Business Days	As available

2.3. Samsung Professional Services

Samsung provides a range of Professional Service to support individual AT&T Customers' requirements, which are charged on an individual case basis. Please contact an AT&T Account Executive for further information.

3. Glossary

Glossary	
Acronym	**Description/Definition**
E-FOTA	Enterprise Firmware Over the Air
EULA	End User License Agreement
FAN	Foundation Account Number
FAQ	Frequently Asked Questions
FOTA	Firmware Over the Air

Pricing (P)

1. Billing

Billing for the Solution shall be as stated below.

- Subscriptions are available for one-year or two year terms, billed in advance as one-time non-recurring charges (NRCs).

- Professional Services are invoiced on a non-recurring, individual case basis.

- All fees paid are non-refundable.

- All prices exclude applicable taxes, fees and surcharges.

2. Rate Table SEFOTA-LIC-MRC: Samsung E-FOTA – Licenses and Support – Annual Charge – Per Device

Rate Table SEFOTA-LIC-MRC: Samsung E-FOTA – Subscriptions and Support – Non-Recurring Charge – Per Device		
Description	**Term**	**NRC Per Device**
Samsung E-FOTA	1 year	$24.00
Samsung E-FOTA	2 years	$48.00

3. Rate Table SEFOTA-LIC-NRC: Samsung E-FOTA – Optional Support - Non-Recurring

Rate Table SEFOTA-LIC-NRC: Samsung E-FOTA – Optional Support - Non-Recurring	
Description	**Non-Recurring Charge**
Samsung E-FOTA Customization Set-up Service	$3,499.00