

## SAMSUNG KME - KNOX MOBILE ENROLMENT

### 1 DEFINITIONS AND INTERPRETATION

- 1.1 In this Agreement, in addition to those terms defined in the General Conditions, the Mobile Terms and the Mobile Equipment Terms, the following terms and expressions apply:

Term/Expression	Definition
"Customer"	means an O2 customer;
"EMM"	means an Enterprise Mobility Management solution;
"KDP"	means the Samsung Device Knox Deployment Program;
"KME"	means Knox Mobile Enrolment, an automated way to bulk enrol Samsung Devices into an MDM/EMM solution;
"KME Console"	means the Samsung Knox KME console which is utilised by Customers specifically for the configuration, deployment, management and maintenance of their KME devices;
"KME Customer ID"	means the Customer's individual and unique Samsung KME Customer ID number, provided by Samsung;
"KME Device"	means a Samsung Device enrolled within the KME Program through the KDP by a KME Reseller which for the purposes of this Agreement may only be O2;
"KME Program"	means the Samsung Device Knox Mobile Enrolment Program;
"KME Requirements"	Means the KME Requirements that can be found at <a href="https://docs.samsungknox.com/KME-Getting-Started/Content/get-started.htm">https://docs.samsungknox.com/KME-Getting-Started/Content/get-started.htm</a> ;
"KME Reseller"	means the organisation authorised by Samsung to facilitate the KME Service, which for the purposes of this Agreement, may only be O2;
"KME Reseller ID"	means O2 - Telefonica UK Limited KME Reseller ID number,(1590489667);
"KME Service"	means the service of enrolling a Samsung Device within the KME Program, as described in this Schedule;
"Knox Portal"	means the Samsung Knox portal which is utilised by Customers for management across their Samsung Knox IT

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	solutions portfolio, including KME, through the KME console;
"MDM"	means a "Mobile Device Management" solution;
"O2"	means Telefonica UK Limited;
"O2 KME On-boarding Process"	means the requirements and process steps for a Customer's registration with O2 for the KME Service, in conjunction with their first KME Device(s) order;
"Samsung"	means Samsung Electronics Co., Ltd;
"Samsung Device"	Means a device made by Samsung.

1.2 The headings in this Agreement are for ease of reference only and shall not affect its construction.

## **2 KME SERVICE**

2.1 The KME Service facilitates KME to be compatible with Samsung Devices, by O2 only, as the KME Reseller, through the KDP.

2.2 The KME Service assists the Customer in deploying and automating enrolment of compatible EMM/MDM solutions on compatible Samsung Devices.

2.3 O2 reserves the right to set and restrict the availability of the KME Service to specific O2 Business Sales channels, Customer groups or Customer profiles.

2.4 The KME Service is not available across any O2 Consumer Sales channels or O2 Consumer purchased devices.

2.5 The Customer acknowledges and agrees that Samsung and/or O2, may change, modify or discontinue the KME Service or any part thereof at any time, without notice.

2.6 The Customer authorises O2 to share the following information with Samsung for the purpose of providing the KME Service:

- Customer name,
- Order Number,
- Order date,
- Order type,
- KME Customer ID,
- International Mobile Equipment Identity (IMEI), serial number, and other such information as may be required by Samsung to allow O2 to offer the KME Service.

## **3 PRODUCT AND SUPPORT**

3.1 O2 shall enrol eligible Samsung Devices within the KME Service, however, O2 does not have access to and cannot manage or support the Customer's Knox Portal or KME Console, or any associated device MDM assignments or additional device management settings. These are the sole responsibility of the Customer.

3.2 For queries relating to the successful application of the KME Service to a Samsung Device, customer support will be provided by O2 within the business hours of 9am to 6pm, Monday to Friday.

3.3 Any queries relating to KME registration through Samsung and in life issues regarding the Knox Portal or KME Console will be dealt with between Samsung and the Customer. For set-up support, contact Samsung via [Samsung KME support](#) or for in-life support contact Samsung via the Samsung Knox Portal support ticket system. The Customer agrees that O2 shall not be liable in respect of any matters arising out of or in respect of the service provided by Samsung in relation to KME.

3.4 Additional queries or faults relating to device EMM/MDM assignment or management will be dealt with directly between the third party supplier (EMM/MDM supplier) and the Customer. The Customer hereby agrees that O2 shall not be liable in respect of any matters arising out of or in respect of the service provided by the EMM/MDM supplier in relation to KME.

## **4 DEVICE ELIGIBILITY**

4.1 Only compatible Samsung Devices purchased directly from O2 and running KNOX version 2.4 or above, as determined solely by Samsung from time to time, are eligible for the KME Service.

4.2 Devices that are not eligible for the KME Service are, but are not limited to:

- a) non Samsung Devices;
- b) non-mobile smartphone or tablet devices;

- c) Samsung Devices not running Samsung Knox version 2.4 or above;
- d) Suspended/blocked devices;
- e) devices not purchased directly from O2;
- f) O2 test/loan devices; and
- g) at the discretion of Samsung and/or O2 (i) devices not owned by the requesting Customer (business entity) at the point of the KME Service request; and (ii) devices not 'controlled' by the requesting Customer (business entity) – i.e. devices must be within physical possession and management of the Customer at the point of the KME Service request.

## 5 CUSTOMER OBLIGATIONS

- 5.1 O2 cannot provide the KME Service to any Customer's new or existing Samsung Devices prior to the Customer completing the O2 KME On-boarding Process. The Customer acknowledges this and does not hold O2 responsible for any delay that this may incur.
- 5.2 Prior to requesting the KME Service from O2 the Customer shall ensure that through Samsung they have registered and opened both a Knox Portal and a KME Console account and are in receipt of a KME Customer ID, via following the process as set out in paragraphs 5.3 and 5.4 below;
- 5.3 The Customer shall:
  - a) register for a [Samsung Knox Portal Account](#);
  - b) ensure that it meets the [Samsung KME Minimum Requirements](#);
  - c) and as part of the registration agree to the [Samsung Knox Mobile Enrolment Program Agreement](#), [Samsung Knox Web Portal Terms of Use](#) and [Samsung Knox Privacy Policy](#)
- 5.4 The Customer shall:
  - a) add the KME Reseller ID in their KME Console and provide an associated screenshot (as proof of registration) of the Customer KME ID, and the addition of Telefónica UK Limited as an approved KME Reseller. The Customer shall provide this through the O2 KME On-boarding Process. By providing the requested KME Console screenshot, the Customer authorises O2 to store and use the Customer's KME Customer ID, in addition to sharing with Samsung, for the purpose of providing the KME Service; and
  - b) place a first KME Device(s) order with O2, in conjunction with the O2 KME On-boarding Process.
- 5.5 Unless the Customer complies with the obligations stated in paragraph 5, the Customer is not eligible for the KME Service and O2 shall not be obliged to provide the KME Service.
- 5.6 The Customer shall notify O2 if the Customer requires its Samsung Devices to be enrolled on the KME Service, for each individual order. If the Customer does not notify O2, the KME Service will not be provided. An individual Samsung Devices order can only contain all devices being ordered with, or without, the KME Service.
- 5.7 Devices ordered with the KME Service should not be turned on until the Customer is in receipt of the corresponding 'New Devices added by reseller' email from Samsung and the Customer has assigned the devices with a MDM server/profile within their KME Console. Where the above is not followed O2 shall not be liable for the failure of the KME Service.
- 5.8 If the KME Device has been turned on prior to completion of these steps, then following completion, the Customer shall either:
  - a) Navigate to <https://me.samsungknox.com/> on such Samsung Device in order to finalise the enrolment of the KME Service onto the Samsung Device and to assign the MDM – this option does not delete all user data on the device.

(Note: If utilising any android enterprise enrolment options a Factory Data Reset (FDR) will be required.)

or

- b) Complete a manual Factory Data Reset on such Samsung Device in order to finalise the enrolment of the KME Service onto the Samsung Device and to assign the MDM – this option deletes all user data on the device.

## **6 DEVICE RETURNS/REPAIRS**

- 6.1 The Customer shall disable the Factory Reset Protection (FRP) on any KME Device returned to O2 for whatever reason, in order for O2 to accept the returned KME Device.
- 6.2 The Customer shall 'Delete' the device from the KME Service within their KME Console prior to it being sent to O2 for return, repair or any other reason. This 'Delete' action should also be carried out if a KME Device is being sold or passed on outside of the Customer's business– i.e. devices no longer within the Customer's physical possession or management.

## **7 CHARGE**

- 7.1 The KME Service is provided free of charge to the Customer, whether requested in conjunction with new Samsung Device purchases or requested against previously purchased 'in-life' Samsung Devices (only purchased directly from O2).

## **8 KME SERVICE AND TIMINGS**

- 8.1 New Samsung Device purchases are usually enrolled onto the KME Service within 24 hours from the time the Samsung Device is dispatched to the Customer. However, O2 relies on Samsung's own processing timescales and therefore the Customer acknowledges and agrees that O2 does not guarantee, represent and/or warrant any timescales for enrolment and/or resolution of any KME Service issues.
- 8.2 O2 does not enable or assign any MDM profiles or servers to any KME Device. It is the Customer's responsibility to enable and/or assign MDM profiles and this can be completed in the Customer's KME Console, to which O2 will have no access.
- 8.3 Where the Customer's Samsung Devices fail to be enrolled and error codes are reported, these will be classified under 'Device State' within the Customer KME Console and devices list. In these instances the KME Service will not be applied and no further actions will be taken.

## **9 REPLACEMENTS**

- 9.1 O2 can provide a replacement Samsung Device with the KME Service when an existing KME Device is replaced during the manufacturer's warranty period, under an O2 approved warranty replacement, due to such KME Device being faulty.
- 9.2 In order for O2 to be able to accept the return of a KME Device for replacement, the Customer must provide a detailed and accurate description of the fault, damage and reason for which the replacement is required. O2 will only issue the replacement Samsung Device with the KME Service when a Customer specifically requests this through their device replacement request.
- 9.3 If the Customer does not meet its obligations set out in paragraphs 5.3 and 5.4 of this Service Schedule, O2 will have no responsibility for providing the KME Service to the replacement Samsung Device.
- 9.4 The Customer shall use O2 standard business customer service & support routes to return a KME Device and no other means (including O2 Retail) should be used.

## **10 LOST OR STOLEN DEVICE**

- 10.1 The Customer acknowledges and agrees that if a KME Device is reported as lost or stolen, O2 shall bar the KME Device from the O2 network.
- 10.2 In the event that a KME Device is lost or stolen, it is the Customer's responsibility to 'Delete' the device from the KME Service within their KME Console, if they elect to do so, the Customer shall not hold O2 liable for any failure to do so.

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## 11 KME SERVICE REQUESTS (EXISTING IN-LIFE DEVICES)

- 11.1 Customers who have completed the O2 KME On-boarding Process may request the KME Service against their existing in-life, eligible and compatible, previously O2 purchased Samsung Devices.
- 11.2 Customer Obligations (Existing IN-LIFE-DEVICES)
- a) complete a KME - "Existing Devices Enrolment Request" - template, this will include populating the template with the IMEI or Serial number details of all eligible and compatible Samsung Devices, previously purchased from O2, and in addition, provide a KME Console screenshot (as proof of registration) and Customer KME ID and KME Reseller ID ). By providing the requested KME Console screenshot, the Customer authorises O2 to store and use the Customer's KME ID, in addition to sharing with Samsung, for the purpose of providing the KME Service.
  - b) ensure that all device eligibility criteria in paragraph 4 are met; and
  - c) submit the "Existing Devices Enrolment Request" only via the process and route specified within the template.
- 11.3 It can take up to 5 working days from receipt of the Customer completed template for the KME Service to be applied to compatible Samsung Devices. An email notification will be sent from Samsung to the Customer confirming completion. However, O2 relies on Samsung's own processing timescales and therefore the Customer acknowledges and agrees that O2 does not guarantee, represent and/or warrant any timescales for enrolment and/or resolution of any KME Service issues.
- 11.4 When the KME Service is applied to existing in-life devices they will not be KME/MDM operational until the Customer is in receipt of the corresponding 'New Devices added by reseller..' email from Samsung, and the Customer has assigned the devices with a MDM server/profile within their KME Console and one of the following actions is completed, either;
- a) Navigate to <https://me.samsungknox.com/> on such Samsung Device in order to finalise the enrolment of the KME Service onto the Samsung Device and to assign the MDM – this option does not delete all user data on the device.
- (Note: If utilising any android enterprise enrolment options a Factory Data Reset (FDR) will be required.)
- or
- b) Complete a manual FDR on such Samsung Device in order to finalise the enrolment of the KME Service onto the Samsung Device and to assign the MDM – this option deletes all user data on the device.
- 11.5 Where the above is not followed O2 shall not be liable for the failure of the KME Service.
- 11.6 The Customer is solely responsible for any device content backups and content restorations through the device reset process, as required to apply the KME Service against their existing in-life Samsung Devices.
- 11.7 Where the Customer's existing in-life Samsung Devices fail to be enrolled and error codes are reported, these will be classified under 'Device State' within the Customer KME Console and devices list. In these instances the KME Service will not be applied and no further actions will be taken.
- 11.8 The Customer must additionally meet its obligations set out in paragraphs 6, 9 and 10 in respect of existing in-life Samsung Devices once provided with the KME Service.