



Technical support designed for your business

BlackBerry® Technical Support Services for Small and Medium Business gives your business reliable, affordable and scalable technical support directly from the BlackBerry® solution support experts.

Basic, Enhanced and Advantage support levels provide a wide range of options for your organization.

Key Benefits

- 24x7 single point of contact for all your BlackBerry support needs
- Flexible, affordable offerings grow along with your business
- Increases efficiency and frees your IT resources
- Support is simple to set up, easy to use, and easy to manage
- Continuous protection for your BlackBerry investment



BlackBerry Technical Support Services

The right BlackBerry support you need, when you need it

With a support subscription, you can focus on your business, and let the experts take care of your technical support needs. BlackBerry Technical Support Services for Small and Medium Business provides direct access to the technical experts from Research in Motion® (RIM®) - the makers of the BlackBerry solution. It delivers dependable technical support and maintenance services that most closely match your business needs and are priced accordingly.

Key Features:

- Easy, 24x7 access to support for your BlackBerry environment including BlackBerry® Enterprise Server, BlackBerry® Enterprise Server Express, BlackBerry® Mobile Voice System (MVS) and BlackBerry smartphones and tablets.
- Technical issues can be submitted electronically through the BlackBerry® Expert Support Center. Issues can also be submitted via telephone for Enhanced and Advantage subscribers.
- BlackBerry software service packs and hotfixes included.
- Advantage customers can upgrade older versions of BlackBerry® Enterprise Server at no additional charge with the BlackBerry® Enterprise Server Trade-Up Key.
- Expert knowledge transfer through the BlackBerry Expert Support Center, BlackBerry Technical Webcast Series and BlackBerry Solve newsletter.
- Optional services for Advantage Support subscribers, including access to Direct to Level Two Support experts, Health Check Services and Change Management and Planning Services.
- Free web-based BlackBerry training options and discounts on open session training at all levels.
- BlackBerry® Certification exam vouchers.



How do I choose the right support?

If you have 30 or fewer BlackBerry device users, Basic support is a great option.

Is immediate telephone access critical to your business productivity? Consider the protection provided by Enhanced and Advantage Support.

If you are growing your BlackBerry deployment and have IT resources focused on supporting it, Advantage Support may be right for you.



BlackBerry Technical Support Services

Affordable support designed with your business needs in mind. Introducing Basic, Enhanced and Advantage Support

Basic Support

Reduce support costs with 24x7 help from BlackBerry Technical Support Services experts and self-service tools – all part of this introductory support program. With Basic Support, all technical issues are submitted electronically, with an 8-hour anticipated response time by telephone or email. This support is designed for companies with fewer than 30 BlackBerry devices. It includes 2 named callers, free service packs and hotfixes, plus new BlackBerry Training opportunities, discounts and BlackBerry Certification exam vouchers.

Enhanced Support

When a faster response to support problems is more important to your business, consider Enhanced Support. Technical issues can be called in via telephone, or submitted through the BlackBerry Expert Support Center, with a 4-hour anticipated response time. With Enhanced Support, you increase your efficiency with help from BlackBerry Technical Support Services experts and self-service tools, which help troubleshoot and resolve common problems. It includes 2 named callers, free service packs and hotfixes, plus new BlackBerry Training opportunities and BlackBerry Certification exam vouchers.

Advantage Support

Advantage Support provides an expedited level of support for BlackBerry Enterprise Server, BlackBerry Enterprise Server Express and BlackBerry MVS. With Advantage support, you get all of the benefits of Basic and Enhanced with some key differences. Advantage customers have a 90-second anticipated response time for issues submitted by telephone and a two-hour anticipated response time for issues submitted electronically. This support level includes access to full version software upgrades at no additional charge as well as training and certification options to help you better manage the advanced features and capabilities of your BlackBerry solution. Optional features at this level are the Health Check Service which can help you ensure the stability of your BlackBerry solution and Change Management Planning which provides a proactive and technical review of an implementation prior to migrations or upgrades. Also optional are Direct to Level Two Support and access to a BlackBerry Support Service Specialist who can help you manage problems and avoid technical issues before they occur. This support level is an option for businesses with fewer than 500 BlackBerry device users.

Information and resources to proactively manage issues

All three support levels include access to the online BlackBerry Expert Support Center, the BlackBerry Technical Webcast Series and the BlackBerry Solve newsletter. These tools and information help increase your troubleshooting knowledge so you're better prepared to head off problems before they occur.



Optional Services for Advantage Support

Direct to Level Two Support Resources

When you elect to purchase this service, you bypass the general support queue and your technical issues are routed directly to a more experienced pool of support analysts: Level Two Support Resources. These support analysts have deep knowledge and working experience with the BlackBerry solution and help organizations with experienced IT staff move quickly past basic troubleshooting to more complex troubleshooting and problem resolution.

Health Check Services

Identifies areas within your environment that are the likely cause of existing issues and/or items that may cause future issues. Service includes a findings report that may provide recommendations for increasing supportability and functionality of your BlackBerry deployments.

Change Management Planning

A proactive technical and functional review of your technical implementation plan by the BlackBerry Technical Support Services team. You can request this in advance of a BlackBerry solution upgrade or migration within your environment.

Support Service Specialist (SSS)

This valuable option gives your organization access to a resource to manage escalated issues through to resolution. Additionally, this resource will liaise with the Problem Management team for issues of a critical nature, provide you with quarterly reports and conduct program review calls. Problem Management ensures that an issue receives the appropriate amount of attention based on the severity and priority rating. This results in faster resolution time and root cause analysis.

Application Development Incidents

As you extend business applications to users of BlackBerry devices, RIM can be there to help. Apply to become part of our Corporate Developer Program to receive a number of benefits like customized strategy recommendations. Or, as an Advantage subscriber, you can purchase application development support on a per-incident basis for help troubleshooting applications you are developing for use with BlackBerry devices.

Environments covered by these incidents include:

- BlackBerry® Java® Development Environment (BlackBerry JDE)
- Plazmic® Content Developer's Kit
- BlackBerry® Browser

For more details on the optional services that are available, please visit www.blackberry.com/btss



BlackBerry Technical Support Services

Focus on business while the experts support your technical needs

BlackBerry Technical Support Services are available for the following 3 platforms at each support level:
BlackBerry Enterprise Server Express, BlackBerry Enterprise Server, BlackBerry MVS

BlackBerry Technical Support Services for Small and Medium Business - Key Features and Services

		Basic	Enhanced	Advantage
Service Features	24x7 Coverage and Access for all subscribers	All issues are submitted electronically with an 8-hour initial response time	24x7 telephone access, and the option to submit issues electronically with a 4-hour response time	24x7 telephone access, and the option to submit issues electronically with a 2-hour initial response time
	Problem Management	N/A	N/A	Included
	Direct to Level Two Support Resources	N/A	N/A	Option
	Application Development Incidents	N/A	N/A	Option
Preventive Services	Support Service Specialist (SSS)	N/A	N/A	Option
	Tech-to-Site Assistance ^{1,2}	N/A	N/A	Option
	Health Check Services	N/A	N/A	Option
	Change Management Planning	N/A	N/A	Option
Value Added Services	BlackBerry Expert Support Center	Included	Included	Included
	BlackBerry Software Service Packs and Hotfixes	Included	Included	Included
	BlackBerry Software Upgrades	N/A	N/A	BlackBerry® Enterprise Server and other supported RIM software products ³
	BlackBerry® Infrastructure Status and Notifications ³	View status indicator in the BlackBerry Expert Support Center	View status indicator in the BlackBerry Expert Support Center	View status indicator in the BlackBerry Expert Support Center
	BlackBerry Training ^{1,2} and BlackBerry Certification exam vouchers for all subscribers	Web Based Training; BlackBerry Certification exam vouchers; 25% off Open Session training	Web Based Training; BlackBerry Certification exam vouchers; 25% off Open Session training	Receive a 50% discount on open session training for each of your Named Callers + one BlackBerry Certification Program exam voucher for each Named Caller
	BlackBerry Enterprise Server Teage-up Key4	N/A	N/A	Included
	BlackBerry Technical Webcast Series	Included	Included	Included
	BlackBerry Solve newsletter	Included	Included	Included
	Named Callers	2	2	5 (with option to add more)

¹ Service only offered where available.

² A separate set of terms and conditions specific to the use of this service may need to be executed between the subscribing organization and RIM for this service to take place.

³ A valid Non-Disclosure Agreement is required between the subscribing organization and RIM.

⁴ Trade up key applies to customers using BlackBerry Professional Software 4.1.4 or BlackBerry Enterprise Server - Small Business Edition only



Getting Started

It's easy to protect your BlackBerry investment with BlackBerry Technical Support Services for Small and Medium Business.

Here's what to do next:

1

Contact your authorized BlackBerry Technical Support Services reseller for a quote, or contact a sales representative at Research In Motion by phone at 1-800-327-9085 or email at sales@blackberry.com

2

You will need:

- Your BlackBerry Enterprise Server software server routing protocol identification (SRP ID) number(s)
- The total number of active BlackBerry device users

3

To enroll, renew, or learn more, contact:

Your authorized BlackBerry Technical Support Services reseller or visit www.blackberry.com/btss