

# Just when you thought you had the best in support, two enhanced programs now bring you **more.**

1 BlackBerry® Technical Support Services for Small and Medium Business

2 BlackBerry® Technical Support Services for Enterprise

These new programs are designed to keep pace with the changing mobility needs of any organization – whether you're just beginning to grow your BlackBerry® deployment or have come to rely on it as a mission critical application for your ongoing success.



# BlackBerry Technical Support Services program you depend on just got **better.**

## More coverage aligned to your organizational needs

Because one support plan does not fit all, we've created new flexible annual support offerings with many new support features, including preventive and value added extras with the option to purchase additional support features.

## See what's in the support program now!

- Electronic incident submission through the new BlackBerry Expert Support Center with a response by phone or email
- New support queue with Direct Access to Level Two Support analysts
- Relationship based support: Support Service Specialists, Support Account Managers, the Direct Advanced Response Team (DART) and a full-time, on-site technical expert for Elite subscribers
- Training packages that grow in scope with your support level, ranging from web-based training to instructor-led webinars and on-site training days; all support levels include BlackBerry® Certification exam vouchers for each Named Caller and discounts on your subscription renewals based on the number of Named Callers that achieve BlackBerry Certification
- eNewsletters and webcasts boost knowledge transfer, covering issues and potential workarounds/resolutions
- Optional services so you can customize your support plan  
*(many options are included features for Premium and Elite subscribers)*

## Ready to learn more?

Visit **please contact your eAccess Account Manager** to learn more about the advantages of BlackBerry Technical Support Services.

## Current subscribers

Prior to contract expiry, emails will inform Tx1-Tx5 customers that their current support level will renew into one of these even more comprehensive programs!



# BlackBerry Technical Support Services for **Small and Medium Business**



## Affordable, scalable support

BlackBerry Technical Support Services offers new and enhanced technical support options to support your company 24 hours a day, 7 days a week – along with tools, resources and training to help keep your BlackBerry solution running smoothly. Advantage subscribers also get telephone support and can purchase optional services. For details on all support programs, please contact your eAccess Account Manager.

# New Features and Services

## BlackBerry Technical Support Services for Small and Medium Business

	Basic	Enhanced	Advantage
24x7 Coverage and Access for all support levels!	24x7 via BlackBerry Expert Support Center, 24-Hour response *	24x7 via BlackBerry Expert Support Center, 4-Hour response *	24x7 Telephone and BlackBerry Expert Support Center, 2-Hour response on electronic incidents *
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 to purchase support incidents *
Support Service Specialist (SSS)	N/A	N/A	Option *
BlackBerry Expert Support Center	Basic Version *	Basic Version *	Standard Version *
BlackBerry® Infrastructure Status and Notifications <sup>4</sup>	N/A	N/A	View status and event details in BlackBerry Expert Support Center *
BlackBerry® Training <sup>6,8</sup> and BlackBerry Certification exam vouchers for all subscribers	Web Based Training; BlackBerry Certification exam vouchers *	Web Based Training; BlackBerry Certification exam vouchers *	You Choose: One Named Caller enrolled in a series of online webcasts OR receive a 50% discount on open session training for each of your Named Callers + 1 BlackBerry Certification exam voucher for each Named Caller *
BlackBerry Technical Webcast Series	Included *	Included *	Included *
BlackBerry Solve newsletter	Included *	Included *	Included *
Named Callers	2	2	5 (with option to add more) *

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 \* Enhanced Program Feature  
 \* New Program Feature  
 .....

1. It is our goal to answer telephone calls within an average of 90 seconds 80% of the time. This is not a service level guarantee.

3 For solutions being covered and paid for as part of the support subscription only

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

6 Service only offered where available.

8 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.

# BlackBerry Technical Support Services for **Enterprise**



## Support designed to meet enterprise demands

BlackBerry Technical Support Services for Enterprise provides direct access to BlackBerry technical experts to help maximize the uptime and performance of your BlackBerry® Enterprise Solution. You can view a full list of what's included in your relationship-based support program on the next page. For full details on support features, please contact your eAccess Account Manager.

# New Features and Services

## BlackBerry Technical Support Services for Enterprise

	Standard	Premium	Elite
Coverage and Access	Direct to Level Two Support Resources included with an average 90 second response <sup>1</sup> . Electronic incident submission with a 2-hour response via telephone or BlackBerry Expert Support Center. *	Access to Direct Advanced Response Team (DART) with an average 90 second response <sup>1</sup> . Electronic incident submission with a 1-hour response via telephone or BlackBerry Expert Support Center. *	Onsite DART Resource. Additional access to DART with an average 90 second response <sup>1</sup> . Electronic incident submission with a 1-hour response via telephone or BlackBerry Expert Support Center. *
Problem Management	Included *	Included *	Included *
Relationship-based support	Option to add a Support Service Specialist *	Support Account Manager Option to add a Secondary Support Account Manager *	Support Account Manager Option to add a Secondary Support Account Manager *
Tech Onsite Assistance <sup>6,8</sup>	N/A	N/A	A full-time, onsite DART resource included *
BlackBerry Expert Support Center	Standard Version *	Premium Version *	Premium Version *
BlackBerry® Infrastructure Status and Notifications <sup>4</sup>	View status and event details in BlackBerry Expert Support Center *	View status, event details and proactive notifications *	View status, event details and proactive notifications *
BlackBerry Training <sup>6,8</sup> and BlackBerry Certification exam vouchers	Open Session training for 1 Named Caller, discounts for all Named Callers, BlackBerry Certification exam voucher for each Named Caller *	Open Session training for 1 Named Caller, discounts for all Named Callers, BlackBerry Certification exam voucher for each Named Caller *	Open Session training for 1 Named Caller, discounts for all Named Callers, BlackBerry Certification exam voucher for each Named Caller *
BlackBerry Technical Webcast Series	Included *	Included *	Included *
BlackBerry Solve newsletter	Included *	Included *	Included *
Named Callers	5	15	30 *
Enterprise Volume Licensing	N/A	Included	Included

## Exclusive Optional Features for BlackBerry Technical Support Services for Enterprise

	Standard Support	Premium Support	Elite Support
Health Check Services <sup>5,8</sup>	Option *	Included *	Included *
Change Management Planning Services <sup>5</sup>	Option *	Included *	Included *
Tech-to-Site Assistance <sup>6,8</sup>	Option *	Option *	Tech Onsite Included *
Secondary Support Account Manager	N/A	Option *	Option *
Performance and Load Testing Tools <sup>8</sup>	N/A	Included *	Included *
Additional Named Callers	Option	Option	Option
Application Development Support Incidents	Option to purchase 10 incidents	20 free incidents	Unlimited free incidents *
Support Service Specialist (SSS)	Option *	N/A	N/A

.....  
 \* Enhanced Program Feature  
 \* New Program Feature  
 .....

1. It is our goal to answer telephone calls within an average of 90 seconds 80% of the time. This is not a service level guarantee.

2 The 40-hours will be conducted on Monday to Friday, with no single workday exceeding eight and a half (8.5) hours in duration.

3 For solutions being covered and paid for as part of the support subscription only.

4 Non-Disclosure Agreement is required between the subscribing organization and RIM.

5 Service is available only if customer has opted for Support Service Specialist option as part of the subscription

6 Service only offered where available.

7 Examples of what may constitute an emergency, crisis or disaster situation: local incidents, such as building fires; regional incidents, such as earthquakes; or national incidents, such as acts of war or terrorism.

8 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.

# To learn more:

Please contact your eAccess Account Manager at:

Phone: 1-847-991-7190

Email: [orders@eaccess-estore.com](mailto:orders@eaccess-estore.com)

↳ The new BlackBerry Technical Support Services program is available as of May 2009

BlackBerry Technical Support Services are solely provided for issues with software developed by RIM. Software upgrades, to be made commercially available by RIM as an upgrade for the software being licensed, may be made available prior to general commercial availability. Your use of third party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third party products and services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

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