

Customer Profile

BlackBerry® Enterprise Server customers

- Five Hundred (500) or more BlackBerry® smartphone users
- BlackBerry solution is a mission critical business application, where solution downtime could result in lost business opportunities and/or revenue
- Have a knowledgeable internal BlackBerry support team that requires direct access to more qualified support resources at RIM
- Require preventive support features to help plan in advance to mitigate technical issues
- Use BlackBerry solution for more than email or personal information management (PIM)
- Mobile employees who rely on the BlackBerry smartphone to effectively execute their day-to-day activities and help drive business productivity

For more information

To learn more about BlackBerry® Technical Support Services for Enterprise visit

www.blackberry.com/tss

BlackBerry® Technical Support Services for Enterprise

Standard Support

Technical incidents can be submitted *electronically* or by *telephone* with Direct to Level Two support to ensure customers receive appropriate assistance to resolve problems quickly and maximize their uptime.

This level also offers:

- Optional Services including: Application Development Incidents, Support Service Specialist (SSS), Health Check Services, Change Management Planning Services and Tech-to-Site Assistance
- Access to self-serve tools
- Unlimited 24x7 telephone access
- Free, full software upgrades for supported components



For RIM and RIM Resellers only – Not for distribution to end customers

Key Features

Service Features

Coverage and Access

- 24x7 Direct to Level Two telephone support with an average 90-second response
- Electronic incident submission with a 2-hour response by telephone or email

Problem Management

Critical technical issues can be managed in a formal Problem Management process

Direct to Level Two Support Resources

Technical issues are routed directly to Level Two technical support analysts, bypassing the general support queue

Application Development Support Incidents

Optional feature: Purchase 10 application support incidents for issues related to custom application development for your BlackBerry platform

Preventive Features

Support Service Specialist (SSS)

Optional service: A Support Service Specialist will review outstanding technical issues, interact with the Problem Management team and manage escalations as required

Health Check Services¹²

Optional service: Quarterly submission of your BlackBerry® Enterprise Server log files for review to help ensure the stability of your BlackBerry solution. *Note: you must have a Support Service Specialist to use this service*

Change Management Planning Services¹

Optional service: Before a BlackBerry solution update or migration, request a review of your implementation plan

Note: you must have a Support Service Specialist to use this service

Tech Onsite Assistance²

Optional service: A technical resource is dispatched to your location within 24 to 48 hours (price available upon request)

Value Added Services

BlackBerry Expert Support Center (BESC)

Standard version of the secure, online resource for Named Callers that provides access to self-service tools and resources

BlackBerry Software Service Packs and Hotfixes

Available for any BlackBerry software components covered under your support subscription

BlackBerry Software Upgrades

Available for BlackBerry enterprise software and other software components covered under your support subscription

BlackBerry Infrastructure Status and Notifications³

Notifications of planned or unplanned network-related events and access to a support tool that shows the status of the BlackBerry Infrastructure

BlackBerry Certification²⁴

- 1 BlackBerry Certification Program exam voucher for each of your Named Callers
- 1.5% discount per BlackBerry Certified Named Caller on your support subscription renewal (up to a maximum of 7.5%)

BlackBerry Training²⁴

1 Named Caller receives free enrolment in an Open Session training session (up to a maximum of 4 days) and all Named Callers will receive a 50% discount on Open Session training booked thereafter.

BlackBerry Technical Webcast Series

Monthly webcasts to provide Named Callers with information and workarounds to proactively diagnose common technical scenarios

BlackBerry Solve Newsletter

Premier edition of the monthly newsletter sent to Named Callers to communicate technical information such as fixes and workarounds for common technical issues

Named Callers

- 5
- *Optional feature:* Add Named Callers as required

Pricing

Pricing Components

- Annual Program Fee: Based on server (BlackBerry Professional Software, BlackBerry Enterprise Server, BlackBerry Mobile Voice System)
- Additional Users: Applicable for BlackBerry Professional Software, BlackBerry Enterprise Server, BlackBerry Mobile Voice System
- Optional Services

Annual Program Fee

BlackBerry Enterprise Server

Annual Program Fee (Includes first 500 users) \$21,000.00

BlackBerry Mobile Voice System

Annual Program Fee (Includes first 500 users) \$24,150.00

Applicable Fees for Additional Users

Price for each user at the 501 st user to the 999 th user	\$20.00
Price for each user at the 1,000 th user to the 4,999 th user	\$17.50
Price for each user at the 5,000 th user to the 9,999 th user	\$15.00
Price for each user at the 10,000 th user to the 19,999 th user	\$12.50
Price for each user at the 20,000 th user to the 49,999 th user	\$10.00
Price for each user at the 50,000 th user and all users past 50,000	\$7.50

Optional Services

BlackBerry Enterprise Server

Annual Fee – Support Service Specialist \$3,500.00

Annual Fee – System Health Checks (Must Purchase SSS above) \$8,925.00

Annual Fee – Change Management / Migration Reviews \$3,150.00

BlackBerry Mobile Voice System

Annual Fee – Support Service Specialist \$4,025.00

Annual Fee – System Health Checks (Must Purchase SSS above) \$10,263.75

Annual Fee – Change Management / Migration Reviews \$3,622.50

MSRP USD



To learn more about BlackBerry® Technical Support Services for Enterprise visit www.blackberry.com/tss

For RIM and RIM Resellers only – Not for distribution to end customers

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

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 Service only offered where available.

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Please email sales@saturnwireless.com call our sales team at 201-386-1000 x 3
For more information on the company please visit www.saturnwireless.com

Customer Profile

- More than one thousand (1000) BlackBerry® smartphone users
- BlackBerry solution is a mission critical business application, where solution downtime could result in lost business opportunities and/or revenue
- Require relationship-based services with designated account management resources
- Mobile employees who may rely extensively on the BlackBerry smartphone to effectively execute their day-to-day activities and drive business productivity
- Interested in developing and deploying custom wireless applications to their mobile workforce

BlackBerry® Technical Support Services for Enterprise

Premium Support

Provides businesses with enterprise-grade, relationship-based services for running mission critical BlackBerry deployments.

These customers rely heavily on the BlackBerry solution and require designated support resources:

- Direct Advanced Response Team (DART)
- Support Account Manager (SAM) – that have a solid understanding of the business needs, BlackBerry deployment, growth plans and will oversee all support-related activity.

This support level includes preventative service options, the ability to customize with additional optional services:

- Tech-to-site services
- Secondary Support Account Manger

For more information

To learn more about BlackBerry® Technical Support Services for Enterprise visit

www.blackberry.com/tss



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Key Features

Service Features

Coverage and Access

- 24x7 telephone support with DART with an average 90-second response*
- Electronic incident submission with a 1-hour response by telephone or email

Problem Management

Critical technical issues can be managed in a formal Problem Management process

Direct Advanced Response Team (DART)

Direct access to the most highly qualified team of technical resources within BlackBerry Technical Support Services

Application Development Incidents

Submit 20 application support incidents for issues related to custom application development for your BlackBerry platform

Secondary Access Code

Provides field technical staff and non Named Callers with access to BlackBerry Technical Support Services when Named Callers are not available

Preventive Features

Support Account Manager (SAM)

Designated resource to triage outstanding technical issues, manage escalations, provide ongoing reporting and status updates, and act as your advocate

Health Check Services¹²

Quarterly submission of your BlackBerry Enterprise Server log files for review to help ensure the stability of your BlackBerry solution

Continuity of Operations Alerts²

Push messages to BlackBerry smartphone users via PIN-to-PIN or SMS messaging in the event of a disaster situation

Change Management Planning Services¹

Before a BlackBerry solution update, you can request a review of your implementation plan

Tech Onsite Assistance²

Optional service: A technical resource dispatched to your location within 24 to 48 hours

Secondary Support Account Manager

Optional service: A resource that performs the full responsibilities of a Support Account Manager, but is dedicated to a second or geographically dispersed IT center

Value Added Services

BlackBerry Expert Support Center (BESC)

Premium version of the secure, online resource for Named Callers that provides access to self-service tools and resources

BlackBerry Software Service Packs and Hotfixes

Available for any BlackBerry software components covered under your support subscription

BlackBerry Software Updates

Available for BlackBerry enterprise software and other software components covered under your support subscription

BlackBerry Infrastructure Status and Notifications³

Notifications of planned or unplanned network-related events and access to a support tool that shows the status of the BlackBerry Infrastructure

BlackBerry Certification²⁴

- 1 BlackBerry Certification Program exam voucher for each of your Named Callers
- 2% discount per BlackBerry Certified Named Caller on your support subscription renewal (up to a maximum of 10%)

BlackBerry Training²⁴

1 free onsite training session (up to a maximum of 4 days)

Enterprise Volume Licensing

A program which offers improved pricing on Client Access Licenses (CALs) regardless of the quantity being purchased, and flexible CAL purchasing options that may help reduce the administrative tasks associated with purchasing

BlackBerry Technical Webcast Series

Monthly webcasts to provide Named Callers with information and workarounds to proactively diagnose common technical scenarios

BlackBerry Solve newsletter

Premier edition of the monthly newsletter sent to Named Callers to communicate technical information such as fixes and workarounds for common technical issues

Pricing

Pricing Components

- Annual Program Fee Based on server (BlackBerry Professional Software, BlackBerry Enterprise Server, BlackBerry Mobile Voice System)
- Additional Users: Applicable for BlackBerry Professional Software, BlackBerry Enterprise Server, BlackBerry Mobile Voice System
- Optional Services

Annual Program Fee

BlackBerry Enterprise Server

Annual Program Fee (Includes first 1,000 users) \$ 72,000

BlackBerry Mobile Voice System

Annual Program Fee (Includes first 1,000 users) \$ 82,800

Applicable Fees for Additional Users

(Applicable for BES or BES with MVS)

Price for each user at the 1,001 st user to the 4,999 th user	\$ 14.70
Price for each user at the 5,000 th user to the 9,999 th user	\$ 12.60
Price for each user at the 10,000 th user to the 19,999 th user	\$ 10.50
Price for each user at the 20,000 th user to the 49,999 th user	\$ 8.40
Price for each user at the 50,000 th user and all users past 50,000	\$ 6.30

Optional Services

BlackBerry Enterprise Server

Annual Fee – Secondary SAM \$ 45,000

Annual Fee – Tech to Site \$ 35,000

BlackBerry Mobile Voice System

Annual Fee – Secondary SAM \$ 51,750

Annual Fee – Tech to Site \$ 40,250

MSRP USD



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* The 90-second response to telephone support calls is not a service-level guarantee, but rather a goal to answer calls within 90 seconds 80% of the time

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

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.

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Customer Profile

- More than twenty thousand (20,000) BlackBerry® smartphone users
- BlackBerry solution is a mission critical business application, where solution downtime could result in lost business opportunities and/or revenue
- Require dedicated onsite resources to foster relationship-based services
- Mobile employees who may rely extensively on the BlackBerry smartphone to effectively execute their day-to-day activities and drive business productivity
- Interested in developing and deploying custom wireless applications to their mobile workforce

BlackBerry® Technical Support Services for Enterprise

Elite Support

Provides enterprise-grade, relationship-based services for organizations with mission-critical BlackBerry environments.

These businesses receive the highest level of technical support available.

- A member of DART onsite on a full-time basis to help plan, manage and expand the BlackBerry deployment to drive continuous business value.

Customers at this level are looking for dedicated expert technical support that will ensure complex deployments are stable and secure enough to meet the unique needs of their organization.



For more information

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Key Features

Service Features

Coverage and Access

- 24x7 telephone support with the Direct Advanced Response Team (DART) with an average 90-second response*
- Electronic incident submission with a 1-hour response by telephone or email

Problem Management

Critical technical issues can be managed in a formal Problem Management process

Application Development Support Incidents

Unlimited Application Support Incidents for issues related to custom application development for your BlackBerry platform

Secondary Access Code

Provides field technical staff and non Named Callers with access to BlackBerry Technical Support Services when Named Callers are not available

Preventive Features

Support Account Manager (SAM)

A resource assigned to triage outstanding technical issues, manage escalations, provide ongoing reporting and status updates, and act as your advocate

Health Check Services¹

Submit your BlackBerry Enterprise Server log files for review as needed to help ensure the stability of your BlackBerry solution

Continuity of Operations Alerts¹

Push messages to BlackBerry smartphone users via PIN-to-PIN or SMS messaging in the event of a disaster situation

Change Management Planning Services

Before a BlackBerry solution update or migration, you can request a review of your implementation plan

Tech Onsite Assistance¹

A technical resource from DART is onsite at your location 40 hours per week

Secondary Support Account Manager

Optional service: A Resource that performs the responsibilities of a Support Account Manager, but is dedicated to a second or geographically dispersed IT center

NOTE: Elite Support (Tech Onsite) will be restricted to USA, Canada, UK and Singapore at launch and we can only charge for Tech to Site in these countries as well.

Value Added Services

BlackBerry Expert Support Center (BESC)

Elite version of the secure, online resource for Named Callers that provides access to self-service tools and resources

BlackBerry Software Service Packs and Hotfixes

Available for any BlackBerry software components covered under your support subscription

BlackBerry Software Upgrades

Available for BlackBerry enterprise software and other software components covered under your support subscription

BlackBerry Infrastructure Status and Notifications²

Notifications of planned or unplanned network-related events and access to a support tool that shows the status of the BlackBerry Infrastructure

BlackBerry Certification^{1,3}

- 1 BlackBerry Certification Program exam voucher for each of your Named Callers
- 2% discount per BlackBerry Certified Named Caller on your support subscription renewal (up to a maximum of 10%)

BlackBerry Training^{1,3}

2 free onsite training sessions (up to a maximum of 4 days each)

Enterprise Volume Licensing

A program which offers improved pricing on Client Access Licenses (CALs) regardless of the quantity being purchased and flexible CAL purchasing options that may help reduce the administrative tasks associated with purchasing

BlackBerry Technical Webcast Series

Monthly webcasts to provide Named Callers with information and workarounds to proactively diagnose common technical scenarios

BlackBerry Solve Newsletter

Premier edition of the monthly enewsletter sent to Named Callers to communicate technical information such as fixes and workarounds for common technical issues

Named Callers

- 30
- *Optional feature:* Add Named Callers as required

Pricing

Note: the below describes the starting price for a baseline scope of service for this tier, however, Elite customers are likely custom quoted based on the needs of the Elite customer

Annual Program Fee

BlackBerry Enterprise Server

Annual Program Fee (Includes first 20,000 users) \$500,000

BlackBerry Mobile Voice System

Annual Program Fee (Includes first 20,000 users) \$500,000

MSRP USD

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BlackBerry® Technical Support Services for Enterprise

Feature	Standard Support	Premium Support	Elite Support
Service Features			
Coverage and Access	24x7 Telephone to Level Two Support; BESC (2-Hour response on electronic incidents)	24x7 Telephone to DART; BESC (1-Hour response on electronic incidents)	24x7 Telephone to DART; BESC (1-Hour response on electronic incidents)
Problem Management	Included	Included	Included
Direct to Level Two Support Resources	Included	N/A	N/A
Direct Advanced Response Team (DART)	N/A	Included	Included
Application Development Support Incidents	Option	20	Unlimited
Secondary Access Code	N/A	Included	Included
Preventive Services			
Support Service Specialist (SSS)	Option	N/A	N/A
Support Account Manager (SAM)	N/A	Included	Included
Health Check Services ^{2,4}	Option	Included	Included
Continuity of Operations Alerts ⁴	N/A	Included	Included
Change Management Planning Services ²	Option	Included	Included
Tech-to-Site Assistance ^{3,4}	Option	Option	N/A
Tech Onsite Assistance ^{3,4}	N/A	N/A	Yes
Secondary Support Account Manager ^{3,4}	N/A	Option	Option
Value Added Services			
BlackBerry Expert Support Center (BESC)	Standard Version	Premium Version	Premium Version
BlackBerry Software Service Packs and Hotfixes	Included	Included	Included
BlackBerry Software Upgrades ¹	Included	Included	Included
BlackBerry Infrastructure Status and Notifications ²	View status and event details in BESC	View status and event details in BESC	View status and event details in BESC
BlackBerry Training ^{3,4} and BlackBerry Certification	Web Based & Instructor Led; BlackBerry Certification Vouchers	Web Based & Onsite Instructor Led; BlackBerry Certification Vouchers	Web Based & Onsite Instructor Led; BlackBerry Certification Vouchers
Enterprise Volume Licensing	N/A	Included	Included
BlackBerry Technical Webcast Series	Included	Included	Included
BlackBerry Solve Newsletter	Included	Included	Included
Performance and Load Testing Tools	N/A	Included	Included
Named Callers	5	15	30



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