

### Customer Profile

BlackBerry® Professional Software customers

- Up to thirty (30) BlackBerry® smartphone users
- Geared towards customers looking to minimize their support costs and want access to RIM technical experts

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

### Basic Support

All technical incidents are submitted *electronically*, with a 24-hour expected response time.

Customers can choose a response via telephone or email.

This level also offers:

- Access to the online BlackBerry Expert Solution Center
- Monthly BlackBerry Technical Webcast Series
- BlackBerry *Solve* newsletter

### For more information

To learn more about BlackBerry® Technical Support Services for Small and Medium Business visit:

[www.blackberry.com/tss](http://www.blackberry.com/tss)



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

## Key Features

### Service Features

#### Coverage and Access

24x7 electronic incident submission, with a 24-hour response by telephone or email

### Value Added Services

#### BlackBerry Expert Support Center

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

#### BlackBerry® Training<sup>12</sup>

Web-based training through the BlackBerry Expert Support Center

#### BlackBerry Certification Program<sup>12</sup>

1 BlackBerry Certification exam voucher for each of your Named Callers

#### BlackBerry Technical Webcast Series

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

#### BlackBerry Solve Newsletter

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

#### Named Callers

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## Pricing

### Pricing Components

Annual Program Fee: Based on server (BlackBerry Professional Software, BlackBerry Enterprise Server, BlackBerry Mobile Voice System)

#### Annual Program Fee

##### BlackBerry Professional Software

Annual Program Fee (30 Active Users Max) \$350.00

##### BlackBerry® Enterprise Server

Annual Program Fee (30 Active Users Max) \$485.00

##### BlackBerry® Mobile Voice System

Annual Program Fee (30 Active Users Max) \$557.75

MSRP USD

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<sup>1</sup> Service only offered where available.

<sup>2</sup> 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

BlackBerry® Professional Software customers

- Up to thirty (30) BlackBerry® smartphone users

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

### Enhanced Support

All technical incidents will be submitted electronically, with an expected response time of four hours. Customers can choose a response via telephone or email.

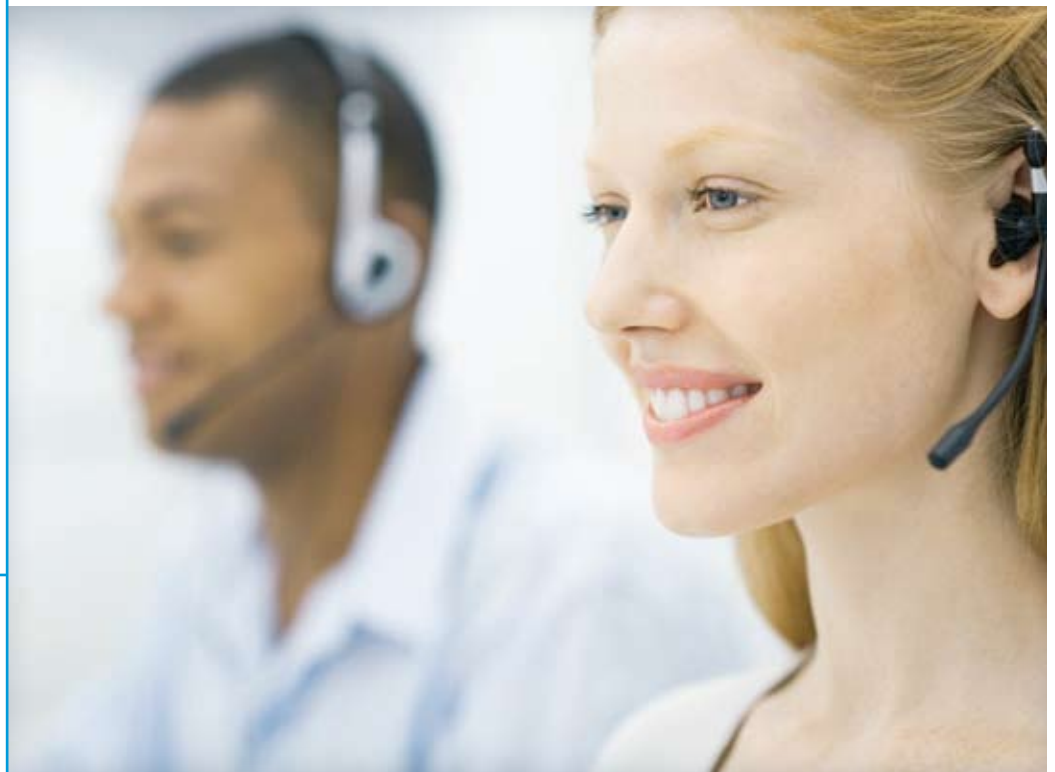
This level also offers:

- BlackBerry Expert Solution Center
- BlackBerry Technical Webcast Series
- BlackBerry Solve newsletter to keep your business running smoothly.

### For more information

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## Key Features

### Service Features

#### Coverage and Access

24x7 electronic incident submissions with a 4-hour response by telephone or email

### Value Added Services

#### BlackBerry Expert Support Center

Basic 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 Certification<sup>1,2</sup>

1 BlackBerry Certification exam voucher for each of your Named Callers

#### BlackBerry Training<sup>1,2</sup>

Web-based training through the BlackBerry Expert Support Center

#### BlackBerry Technical Webcast Series

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

#### BlackBerry Solve Newsletter

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

#### Named Callers

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## Pricing

### Pricing Components

Annual Program Fee: Based on server (BlackBerry Professional Software, BlackBerry Enterprise Server, BlackBerry Mobile Voice System)

Annual Program Fee	
<b>BlackBerry Professional Software</b> Annual Program Fee (30 Active Users Max)	\$523.00
<b>BlackBerry Enterprise Server</b> Annual Program Fee (30 Active Users Max)	\$725.00
<b>BlackBerry Mobile Voice System (on a BlackBerry Enterprise Server)</b> Annual Program Fee (30 Active Users Max)	\$833.75

MSRP USD

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### Customer Profile

BlackBerry® Professional Software and BlackBerry® Enterprise Server customers

- Up to five hundred (500) BlackBerry® smartphone users
- Solution downtime could result in lost business opportunities and/or revenue
- Use BlackBerry solution for more than email or personal information management (PIM)
- Mobile employees who may rely on the BlackBerry smartphone to effectively execute their day-to-day activities and drive business productivity

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

### Advantage Support

Technical incidents can be submitted electronically or by telephone.

This level also offers:

- Access to software upgrades associated with the supported solutions
- Option to purchase Direct to Level Two support
- Problem Management and Application Development Incidents

### For more information

To learn more about BlackBerry® Technical Support Services for Small and Medium Business visit

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# Key Features

## Service Features

### Coverage and Access

- 24x7 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

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

### Application Development Support Incidents

*Optional service:* Purchase 10 application development support incidents to troubleshoot issues with 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 Problem Management and manage escalations as required

## Value Added Services

### BlackBerry Expert Support Center

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<sup>1</sup>

Available for any BlackBerry software components covered under your support subscription

### BlackBerry Infrastructure Status and Notifications<sup>2</sup>

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

### BlackBerry Certification<sup>3,4</sup>

- 1 BlackBerry® Certification Program exam voucher for each of your Named Callers
- 1 Named Caller receives free enrolment in a series of online webcasts designed to prepare them to write a BlackBerry Certification Program exam
- 1% discount per BlackBerry Certified Named Caller on your support subscription renewal (up to a maximum of 5%)

### BlackBerry Training<sup>3,4</sup>

- Web-based training through the BlackBerry Expert Support Center
- 50% discount on BlackBerry Open Session training for each of its named callers

### BlackBerry Technical Webcast Series

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

### BlackBerry Solve Newsletter

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

### Named Callers

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- *Optional feature:* Add Named Callers as required

To learn more about BlackBerry® Technical Support Services for Small and Medium Business visit [www.blackberry.com/tss](http://www.blackberry.com/tss)

<sup>1</sup> For solutions being covered and paid for as part of the support subscription only.

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# 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: Additional BlackBerry Technical Support options are available beginning at the *Advantage Level and for all levels and servers going forward*

### Annual Program Fee

#### BlackBerry Professional Software

Annual Program Fee (30 Active Users Max) \$1,082.00

*No optional services available & price is flat regardless of number of users (1-30)*

#### BlackBerry Enterprise Server

Annual Program Fee (Includes first 30 Users) \$1,499.00

#### BlackBerry Mobile Voice System

Annual Program Fee (Includes first 30 users) \$1,723.85

### Applicable Fees for Additional Users

Price for each user at the 31<sup>st</sup> user to the 99<sup>th</sup> user \$27.00

Price for each user at the 100<sup>th</sup> user to the 499<sup>th</sup> user \$25.65

Price for each user at 500<sup>th</sup> user to the 999<sup>th</sup> user \$24.30

Price for each user at the 1,000<sup>th</sup> user and all users past 1,000 \$22.95

### Optional Services

#### BlackBerry Enterprise Server

Annual Fee – Direct to Level Two Support \$9,000.00

Annual Fee – Support Service Specialist \$3,500.00

Additional Named Callers – Single \$599.00

Additional Named Callers – 5 Pack \$1,999.00

BlackBerry Developer Support – 10 Call Pack \$999.00

#### BlackBerry Mobile Voice System

Annual Fee – Direct to Level Two Support \$10,350.00

Annual Fee – Support Service Specialist \$4,025.00

Additional Named Callers – Single \$599.00

Additional Named Callers – 5 Pack \$1,999.00

BlackBerry Developer Support – 10 Call Pack \$999.00

MSRP USD



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# BlackBerry® Technical Support Services for Small & Medium Business

SMB

Feature	Basic Support	Enhanced Support	Advantage Support
<b>Service Features</b>			
<b>Coverage and Access</b>	24x7 via BESC, 24-Hour response	24x7 via BESC, 4-Hour response	24x7 Telephone with an average 90-second response. BESC (2-Hour response on electronic incidents)
<b>Problem Management</b>	N/A	N/A	Included
<b>Direct to Level Two Support Resources</b>	N/A	N/A	Option
<b>Application Development Incidents</b>	N/A	N/A	Option
<b>Preventive Services</b>			
<b>Support Service Specialist (SSS)</b>	N/A	N/A	Option
<b>Value Added Services</b>			
<b>BlackBerry Expert Support Center (BESC)</b>	Basic Version	Basic Version	Standard Version
<b>BlackBerry Software Service Packs and Hotfixes</b>	Included	Included	Included
<b>BlackBerry Software Upgrades</b>	N/A	N/A	BlackBerry Enterprise Server & other supported RIM software products <sup>1</sup>
<b>BlackBerry Infrastructure Status and Notifications<sup>2</sup></b>	N/A	N/A	View status and event details in BESC
<b>BlackBerry Training<sup>3,4</sup> and BlackBerry Certification</b>	Web Based; BlackBerry Certification Vouchers	Web Based; BlackBerry Certification Vouchers	Web Based or 50% discount on Instructor Led; BlackBerry Certification Vouchers
<b>BlackBerry Technical Webcast Series</b>	Included	Included	Included
<b>BlackBerry Solve Newsletter</b>	Included	Included	Included
<b>Named Callers</b>	2	2	5



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To learn more about BlackBerry® Technical Support Services for Enterprise visit [www.blackberry.com/tss](http://www.blackberry.com/tss)

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