



 BlackBerry®

*Technical Support Services offers premier program levels that provide the highest degree of technical support and software maintenance services for the BlackBerry® Enterprise Solution™.*

# Technical Support Services Premier Program Levels

*The Best Protection for the Competitive Advantages Provided by Your  
BlackBerry Enterprise Solution*



## Technical Support Services Premier Program Levels

Technical Support Services offers premier program levels that are ideal for organizations that rely heavily on the BlackBerry Enterprise Solution and require the highest levels of technical support and software maintenance services.

### A Necessary Component of Any Business-critical BlackBerry Enterprise Solution Deployment

An annual subscription to Technical Support Services premier level 4 or level 5 helps protect your BlackBerry investment and the productivity enhancements it provides. Technical Support Services offers you one-on-one relationships with BlackBerry support managers and technicians, enhanced technical support with faster resolution times and best of all, peace of mind.

### Develop A Strong Relationship With A Support Manager That's Dedicated To Your Account

When it comes to troubleshooting and maintaining your important infrastructure, you trust the people who know it best. Technical Support Services premier program levels offer you a single point of contact for accessing professional BlackBerry support expertise. You'll form a one-on-one, personal relationship with a Support Account Manager (SAM) who is dedicated to your account. Your SAM will get to know you, your business and your specific BlackBerry Enterprise Solution implementation and environment intimately through on-site visits, scheduled follow-up calls and other contact—and that will help ensure that your issues and concerns are quickly understood.

### For More Information

To learn more about Technical Support Services or to obtain a quote, please contact your BlackBerry reseller.

### Have Your Issues Handled By The Best Of The Best, Right Away

A level 4 or level 5 subscription can help reduce the impact and cost of downtime by providing rapid resolution of your issues. Level 4 and level 5 customers can report any technical question or issue directly to the Direct Advanced Response Team (DART)—which specializes in resolving difficult technical issues—right away. The BlackBerry experts on DART are among the most highly-qualified anywhere and can resolve many issues on first contact. DART will also work closely with your SAM to ensure you are kept up to date on the status of your case.

### Make Sure Your Issues Always Receive The Attention They Deserve

One of the goals of premier program level support is providing you with peace of mind. It helps ensure your BlackBerry investment is delivering the value it's suppose to and that any issues you have quickly receive the attention they deserve. In the unlikely event that your SAM and DART cannot provide a resolution, fix, workaround or status update that completely satisfies you, level 5 customers can escalate their case to their Executive Sponsor—a RIM executive will hear your concerns and decide an appropriate course of action. Level 5 customers also get tech-to-site assistance for serious or critical BlackBerry Enterprise Server™ issues that, by mutual agreement, cannot be resolved remotely. In as little as 24 hours, a technical representative will be at your site helping your team meet its internal requirements for critical services.

\* Technical Support Services for hardware and software issues are solely provided for hardware and 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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