

BlackBerry Consultant Support Services ("BCSS")

Program Description

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BlackBerry Consultant Support Services

Introduction

The BlackBerry Consultant Support Services program offers technical assistance to partners on a per-incident basis during a one year, auto-renew, subscription term. Partners are responsible for Tier 1 and 2 support (see Tier Definitions below), including but not limited to taking the first call from the end user and confirming that the call is BlackBerry software related, and not related to third party applications, billing, or carrier issues. If partners determine that the issue/incident is Tier 3 Support related, the partner may escalate to BlackBerry for technical support assistance.

BlackBerry will provide partners with a subscription code to be used to create and submit support incidents to BlackBerry, either online via the Partner Support Portal or by telephone.

Who should consider BlackBerry Consultant Support Services?

BlackBerry Consultant Support Services is offered solely to partners who have transactional, non-recurring relationships with their end users, i.e. partners who do not support their end users on a continuous basis. If partners have end user relationships for one (1) year or longer they must enroll in the BlackBerry Partner Support Services program. To learn more about the BlackBerry Partner Support Services program, please visit <https://partner.blackberry.com/bpss/> or review the BlackBerry Partner Support Services program description at: <http://ca.blackberry.com/support/programs/technical/program-description.html>.

What is the fee structure for BlackBerry Consultant Support Services?

Partners must pay an annual program fee to gain access to the BlackBerry Consultant Support Services program. This gives the partners their subscription code for contacting technical support, and access to the Partner Support Portal.

In addition, partners incur a one-time charge for each support incident which entitles partners to receive technical support for that support incident until the support incident is resolved and/or is closed. Partners will be invoiced each month for the number of support incidents closed that month.

Please contact your Account Manager for pricing.

What is a support incident?

A support incident is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each subordinate issue shall be considered a separate support incident. A support incident may include multiple phone calls, emails and off-line research as required.

How do I renew my contract so that I do not experience service delays?

Your BlackBerry Consultant Support Services subscription with BlackBerry will be automatically renewed on your annual anniversary date to ensure that you do not experience service delays. Should a Partner wish to end their BlackBerry Consultant Support Services subscription with BlackBerry, the partner must notify BlackBerry 60 days prior to their subscription expiry date. Partners can notify BlackBerry by emailing bpss@blackberry.com.

Descriptions of Support Features

Coverage and Access

Partners' Named Callers (as described below) may contact BlackBerry's Technical Support team via telephone or submit technical support tickets electronically via the Partner Support Portal twenty-four (24) hours-a-day, seven (7) days a week¹. For critical issues submitted over the telephone, the Partner's Named Callers will bypass entry level analysts and route to BlackBerry's Direct to Level Two Support Analysts. For non-critical issues submitted over the telephone, the Partner's Named Callers will be routed

to first level support who will establish the nature and severity of the issue. A Level Two Support Analyst will then contact the Partner Support Agent within specified time frame as indicated in the Problem Definition section below. The BlackBerry Analyst will then provide troubleshooting and work towards issue resolution. When opening electronic support tickets, Partner's Named Callers will be directed to the Direct to Level Two Support Analysts team.

Direct to Level Two Support Resources

Level Two Support Analysts have extensive knowledge and working experience with the BlackBerry solution. This service allows an organization with strong internal support processes and qualified technical staff supporting the BlackBerry solution to have their technical support tickets routed to a more experienced pool of support resources.

Partner Support Portal

The Partner Support Portal is a secure online resource center that provides Partners with access to self-service tools and resources to help troubleshoot common technical support issues. The Partner Support Portal provides access to the BlackBerry® Technical Knowledge Center, software documentation, product tutorials and archived BlackBerry technical webcasts.

The Partner Support Portal is available exclusively to Named Callers (defined below). Some of the Partner Support Portal tools that Named Callers may access include:

- Enterprise Activation Readiness – used to verify that a BlackBerry smartphone is ready for the enterprise activation process by running three online tests. All that is required is a BlackBerry smartphone personal identification number (PIN), serial number, and email address.
- Create and Manage Service Requests – used to create, view, establish severity, and add comments to open technical support tickets/ incidents associated with a technical support subscription.

BlackBerry Infrastructure Status and Notifications toolⁱⁱ

The BlackBerry Infrastructure Status and Notifications tool is a real time status indicator within the Partner Support Portal that shows the status of the BlackBerry® Infrastructure to assist Named Callers (defined below) in proactively identifying whether an issue they're experiencing is the result of problems in their own technical environment or a problem being experienced with the BlackBerry Infrastructure.

Named Callers

Named Callers are the individuals that Partners designate to access the Partner Support Portal and to submit technical support requests to the BlackBerry technical support team. Named Callers typically include IT Managers, BlackBerry System Administrators and Help Desk staff members who are responsible for managing the BlackBerry solution.

All of the Partner's named callers must have at least one BlackBerry Certification. To learn more or access these certification programs, please visit www.blackberry.com/certification.

Upon new certification versions becoming available, Named Callers must take the appropriate training courses to prepare them for the certifications. From the date of availability, Named Callers will have a period of three (3) months to take training and familiarize themselves with the product in preparation for the certification. Once this is complete, the Named Caller will have a period of one (1) month to complete the certification. This gives the Named Caller four (4) months to complete the new certifications. Should the Named Caller fail to meet this criteria, BlackBerry will remove the Named Caller from the BlackBerry Partner Support Services subscription, meaning that named caller will not be able to contact BlackBerry for support or have access to the Partner Support Portal. It is the Partner's responsibility to stay up-to-date on certifications and designations as new certifications become available.

It is in the Named Callers' best interest to take training programs and review other self-help content provided by BlackBerry. This will help named callers troubleshoot Tier 1 and 2 incidents and ensure that they only escalate the appropriate Tier 3 incidents to BlackBerry (see tier definitions below).

Should a Partner wish to change or add new Named Callers, the Partner can email bpss@blackberry.com with the changes requested. If adding a new Named Caller, the Partner will need to provide the Named Caller First Name, Last Name, Email address and Certification IDs. To find the Certification ID, Named Callers can visit www.blackberry.com/mycert and login with their certification credentials. The Certification ID will be on the right side of the page, beside BCP ID.

What are the Partner’s responsibilities?

The responsibilities of partners in the BlackBerry Consultant Support Services include but are not limited to the following:

- Manage the end user relationship and taking all primary phone calls from End users. Partners are not to provide their end users with direct access to BlackBerry;
- Handle all support incidents categorized as Tier 0 and Tier 1 incidents (See Tier Definitions below).
- Contact BlackBerry when incidents need to be escalated to BlackBerry. The end user should not contact BlackBerry directly. BlackBerry will either provide support to the end user and the partner’s Named Caller together, or the Named Caller only. BlackBerry will not provide support to the end user only;
- Report any BlackBerry software defects identified and other issues requiring development assistance from BlackBerry;
- Manage software distribution of fixes and updates to end users;
- Provide records to BlackBerry, e.g. log files or configuration files, if requested to assist with BlackBerry’s ability to resolve the reported problem. Failure to do so may impede BlackBerry’s ability to resolve the reported problem; and
- Ensure that Named Callers have received the required user training on any BlackBerry solution product or system they are supporting

Tier Definitions

Support Tier	Description of Responsibilities	Party Responsible
Tier 0 Support	<ul style="list-style-type: none"> • Responsible for basic Handheld and BlackBerry Desktop Software troubleshooting • Responsible for escalating RMA’s to Buyer’s help desk • Responsible for Enterprise Software installation, configuration, internal network, firewall and internet connection • Responsible for installing Handheld and Enterprise Software upgrades 	End User
Tier 1 Support	End User interface for business related technical support issues including: <ul style="list-style-type: none"> • rate plans and features • SMS services • billing / provisioning services (provisioning technical support incidents to be escalated to Carrier) • Basic Enterprise software and Handheld usage questions (“How do I...”, “How does...”, “What does <feature> work/mean...”) • Non-BlackBerry handheld setup and configuration that is not related to integration with BlackBerry software or services (For 	Buyer / Partner

	<p>example: setting up Bluetooth on an iPhone device that is connected to a BES)</p> <ul style="list-style-type: none"> • Enterprise software and handheld configuration questions (For example: Setting up software / IT Push, setting up Wi-Fi on the Handheld etc.) 	
<p>Tier 2 Support</p>	<p>End User interface for technical support issues including:</p> <ul style="list-style-type: none"> • verification of device activation and de-activation • assisting End Users in the set-up and configuration of Enterprise Activation • assisting End Users in the set-up and configuration of the BlackBerry Internet Services functions (e.g. to set-up POP3 email forwarding) • assisting End Users in the set-up of an email account on their BlackBerry (Handheld and BlackBerry Desktop Software support) • Basic Purchasing, claiming, adding licenses to Enterprise software questions and issues. • support for the Handheld and BlackBerry Desktop Software features and operations • support for BIS features and operations • Basic Handheld troubleshooting (hardware, BlackBerry Handheld Software and BlackBerry Desktop Software)* • Basic Enterprise Software troubleshooting* • Basic Secure Works Space troubleshooting* • Basic BIS troubleshooting (sending and receiving email, options, user profile, filters, and external email accounts)* • Basic support for other BlackBerry applications (browser, etc.)* • Support on peripherals (charger, earpiece etc.) • phone application support • all RMA inquiries • support for Handheld and Enterprise software installs, updates, upgrades and new applications • new application downloads <p>* “Basic” support consists of any support for which information has been made available by BlackBerry to Buyer in training programs, training materials, support materials, standard documentation or BlackBerry support portals (including without limitation, the BlackBerry Support Centre and the BlackBerry Technical Solution Centre (collectively and individually referred to as the “Knowledge Base”).</p>	<p>Buyer / Partner</p>

Tier 3 Support	<p>Buyer interface (not End User interface) for technical support incidents consisting of:</p> <ul style="list-style-type: none"> • Advanced Handheld troubleshooting (including for BlackBerry Handheld Software and BlackBerry Desktop Software)** • Advanced BIS troubleshooting for Handhelds (sending and receiving email, options, user profile, filters, and <ul style="list-style-type: none"> • Advanced Enterprise Software troubleshooting** • Advanced Secure Work Space troubleshooting** • Advanced support for other BlackBerry applications supplied by BlackBerry (browser, etc.) for the Handheld** • Advanced technical support incidents with the Partner Portal (e.g. BESC/BPSC). • Advanced licensing (e.g. Silver/Gold/Annual/Perpetual etc.) technical support incidents. • Advanced support for Software updates, upgrades and new applications supplied by BlackBerry for the Handheld** <p>** “Advanced” support consists of any support for which information has NOT been made available by BlackBerry to Buyer through the Knowledge Base and/or in training programs, training materials, support materials, standard documentation or BlackBerry support portals (including without limitation, the BlackBerry Support Centre and the BlackBerry Technical Solution Centre (collectively and individually referred to as the “Knowledge Base”).</p> <p>Note: All communications between BlackBerry, Buyer and Buyer’s Distributors and/or End Users will be in written and spoken English.</p>	BlackBerry
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Response and Escalation Policy Process

When Partners contact the BlackBerry Partner Support team, a support ticket is initiated. Each support ticket is assigned a unique ticket number which the BlackBerry Partner Support team uses to track the issue from initiation to resolution. The support ticket number will be provided either at the end of a call with a BlackBerry Partner Support agent or via an automated email message receipt when contacting BlackBerry Partner Support through the Partner Support Portal. Partners must refer to this support ticket number for all communication relating to that specific issue.

Problem Definition

All requests for support are initially deemed to be ‘problems’ by the BlackBerry Partner Support team. When a problem is reported, Partners indicate its impact to their end user in an attempt to assist the assigned BlackBerry Partner Support agent to classify the problem’s severity.

Problem classifications are outlined in the table below:

Severity	Action	Service Level Objectives ⁱⁱⁱ
Severity 1 Critical business impact.	A Severity 1 incident is defined as a problem that causes a total loss of service for which no procedural workaround exists. This problem is critical to your organizations ability to conduct business, and may affect either the BlackBerry Enterprise Service or a majority of the deployed BlackBerry smartphones. Note: BlackBerry support teams are paged twenty-four (24) hours a day, seven (7) days a week for critical problems; Customers must agree to be available for engagement 24x7 until relief has been provided.	Phone: Immediate Electronic: 1 hour
Severity 2 Significant business impact.	A Severity 2 incident is defined as a problem that causes a severe degradation of service to BlackBerry customers. A customer's key business process is impaired but not disabled. Customers may continue their operation, but in a significantly restricted fashion.	Phone and Electronic: 2 hours
Severity 3 Moderate business impact.	A Severity 3 incident is defined as a problem that has slightly compromised the ability of a customer to conduct business. The customer can continue to conduct business and productivity loss is minor. The situation may be temporarily circumvented with an established work-around.	Phone and Electronic: 4 hours
Severity 4 Nominal business impact.	A Severity 4 incident is defined as a problem that does not compromise the ability of a customer to conduct business. This may include a request for service, enhancement, or "how to" request. There is little to no risk of customer impact.	Phone and Electronic: Next Business Day

Note: Severity classifications may be updated during the lifecycle of a problem if the impact to the Customer changes.

Out of Scope Services

Services not described within the designated support level (defined above) are outside the scope of BlackBerry Partner Support Services and chargeable on a per occurrence basis, at then-current rates. If the Partner requests any of these services, BlackBerry Partner Support will inform the Partner, in advance of the service being rendered, that it may be subject to additional charges.

- Software reloads for any component of the BlackBerry solution and restoring software to an operational level as defined in the product specifications
- Support when a virus is detected on the Partner's, Customer's, or End User's systems; BlackBerry assumes no responsibility for data loss when asked to assist with the cleaning of a virus
- System administrator functions that are the Customer's responsibility including, but not limited to,:
 - Installation/configuration/testing/tuning of third-party non-factory installed applications, components or products
 - Backup and restoration of the Partner's, Customer's, or End User's system(s) and related data
 - Management of Customer-tailored parameters
 - Creation/modification of scripts unique to the Partner's, Customer's, or End User's environment
- Product training, including customized operational/technical procedures
- Custom programming or custom application development
- Services relating to application software support, database implementation, population and administration, execution of data loading procedures, data archiving and recovery
- Services resulting from the following causes:
 - Customer or any third party's negligence, misuse or abuse

- Failure to operate equipment in accordance with the recommended BlackBerry specifications
 - Failure to perform regular preventive maintenance activities
 - Acts of third parties
 - Improper implementation or operation of software
 - Failure to perform those actions as prescribed by BlackBerry during technical troubleshooting
- Services related to unsupported products, once the cause has been isolated to the unsupported product and communicated to the Partner
- BlackBerry Partner Support Services doesn't cover issues with the Partner's, Customer's, or End User's networks, third-party software solutions or hardware issues

ⁱ Partner Support Portal availability may be subject to maintenance and technical requirements

ⁱⁱ A valid Non-Disclosure Agreement may be required between the subscribing organization and BlackBerry

ⁱⁱⁱ The response times are estimates only and shall not be considered a representation or warranty under any agreement with BlackBerry including the BlackBerry Partner Support Services terms or this BlackBerry Consultant Support Services Program Description.