

BlackBerry Technical Support Services for BlackBerry Business Cloud Services Customers Program Description (“Technical Support Services Program Description”)

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Introduction

BlackBerry® Technical Support for BlackBerry Business Cloud Services provides your organization with direct access to the technical experts at RIM in order to help achieve maximum uptime for your BlackBerry smartphone users. BlackBerry® Business Cloud Services is designed to be a highly secure link between your organization's cloud-based messaging services and BlackBerry devices.

By subscribing to BlackBerry Technical Support for BlackBerry Business Cloud Services, organizations receive the following benefits:

- Manufacturer-based technical support that provides a single point of expert support for BlackBerry Business Cloud Services
- Access to the BlackBerry® Expert Support Center, an online self-service area that allows customers to submit support tickets and check their BlackBerry Health Status. The BlackBerry Expert Support Center requires a unique login and password which will be provided to each administrator (as defined further herein) when BlackBerry Technical Support Services is purchased.

Support Program Features

Service Features

Coverage and Access

Customers have access to 24 x 7 telephone support. We strive to answer all calls within 90-seconds. Customers can also submit support tickets 24 x 7 through the BlackBerry Expert Support Center with a 4-hour expected response time. When submitting a ticket in the BlackBerry Expert Support center the customer can choose whether they would like a telephone or e-mail response. Telephone and electronic support is currently available in English, French, Spanish, Italian, Brazilian Portuguese and Japanese.

Major Incident Management

Upon detection or identification of a critical or widespread customer impacting issue, the Major Incident Management team is engaged internally to manage the issue with the assistance of all relevant technical support teams. The goal of the Major Incident Management process is to mitigate the impact of a critical or widespread issue, while working to quickly resolve the issue. The Major Incident Management team also looks for opportunities to prevent future occurrences of the issue through root cause analysis.

Value Added Services

BlackBerry Expert Support Center

The BlackBerry Expert Support Center (BESC) is a secure online resource center available to customers with a BlackBerry Technical Support for BlackBerry Business Cloud Services subscription. Log in details will be provided to each identified Named Caller or authorized Administrator.

The BlackBerry Expert Support Center provides access to self-service tools and resources to help troubleshoot common issues. This includes access to the BlackBerry Technical Knowledge Center, software documentation, and product tutorials. In addition, Administrators may access the following tools:

- Enterprise Activation Readiness – 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 – Named Callers may create, view, and add comments to open service requests associated with their support subscription.
- View Support Subscription Details – Named Callers may view details about their organization's support agreements – and gain access to see subscription expiry dates, a list of Named Callers active on the

subscription, and a link to the BlackBerry Technical Support Services Welcome Package, which is an initial package that a customer receives describing all subscription features.

BlackBerry Health Status – Service Interrupting Events

A *service-interrupting event (SIE)* is an event that affects the delivery of BlackBerry Business Cloud Services. SIEs occur when a portion of the service infrastructure becomes unresponsive and unavailable to customers. SIEs are categorized by [severity levels](#).

There are two types of SIEs:

- Planned downtime (maintenance events)
- Unplanned downtime

Planned Maintenance Events

Planned downtime results from regular RIM-initiated service updates to the infrastructure and software applications deployed. Planned maintenance notifications inform customers about service infrastructure work that might affect some BlackBerry Business Cloud Services functionality. Customers are notified no later than five days in advance of all planned maintenance.

RIM typically plans downtime for times when service usage is historically at its lowest— on Saturday mornings based on regional time zones:

- The Americas: 21:00 to 03:00 Pacific Time (GMT-8)
- Europe, the Middle East, and Africa: 20:00 to 02:00 (GMT)
- Asia Pacific and Greater China: 22:00 to 04:00 (GMT+8)

Unplanned Events

Unplanned downtime is the result of events typically outside RIM's direct control. Such events range from the minor (for example, corrupted hardware drivers or a failed processor) to the catastrophic (for example, all services are unavailable across multiple customer organizations and regions). Unplanned events occur when BlackBerry Business Cloud Services is unavailable or unresponsive.

Notification Policy

When a SIE occurs, RIM recognizes that timely and accurate information is critical for your organization. RIM updates BlackBerry Business Cloud Services subscribers by posting the BlackBerry Health Status in the BlackBerry Expert Support Center.

Log in to the [BlackBerry Expert Support Center](#) to access the BlackBerry Health Status tool.

BlackBerry Training

The BlackBerry Technical Support team appreciates the value of our customers being educated and knowledgeable about the BlackBerry solution. We encourage customers to participate in BlackBerry® Training.

Administrators will gain access to web based training modules within the BlackBerry Expert Support Center. The web based training modules will be focused on troubleshooting common BlackBerry issues related to connectivity, mail flow and smartphone functionality.

Named Callers

Customers can designate up to 5 individuals to be primary BlackBerry Administrators who can submit technical support requests to the BlackBerry Technical Support team. Examples of Named Callers may include IT Managers, BlackBerry Business Cloud Services Administrators and Help Desk staff members who are responsible for managing the BlackBerry solution. It is important to note that Named Callers cannot

transfer end users to the BlackBerry Technical Support team, and must remain as an intermediary between the end-user and BlackBerry support team members.

RIM may send periodic notifications to each Named Caller using the contact information provided during enrolment. Such notices may include, but are not limited to, program changes, software release notifications, product newsletters, surveys, webcast invites and BlackBerry solution offers. Named callers may indicate at any time that they no longer wish to receive such notices.

In addition to the assigned Named Callers, all additional Administrators of the Microsoft Office 365 Service will gain access to the BlackBerry Expert Support Center. These Administrators gain the ability to access online training and self service tools to help assist end-users. At the point where an issue needs to be escalated to BlackBerry Technical Support these Administrators would be required to have an Authorized Named Caller contact RIM for support.

BlackBerry Business Cloud Services Community Support Forums

Access to online community forums that allow you to ask questions, find answers, and help your fellow users resolve their issues. We encourage customers to visit these forums and participate in the discussions.

Response and Escalation Policy

Process

When organizations contact the BlackBerry Technical Support team, a support ticket is initiated. Each support ticket is assigned a unique ticket number which the BlackBerry Technical 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 Technical Support representative or via an automated email message receipt when contacting BlackBerry Technical Support through the BlackBerry Expert Support Center. Organizations 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 Technical Support team. When a problem is reported, organizations indicate its impact to their organization in an attempt to assist the assigned BlackBerry Technical Support representative to classify the problem's severity.

Problem classifications are outlined in the table below:

Severity	Action
Critical	<p>A critical incident is defined as a problem that causes a total loss of service for which no procedural workaround exists. This problem may affect either the BlackBerry Business Cloud Service or a majority of the deployed BlackBerry smartphones. The problem severely affects the ability to conduct business.</p> <p>Note: RIM support teams are paged twenty-four (24) hours a day, seven (7) days a week for critical problems and the Problem Management Team will be contacted; customers must agree to be available for engagement 24x7 until relief has been provided.</p>
Serious	<p>A serious incident is defined as a problem that causes a severe degradation of service to RIM customers. A customer's key business process is impaired but not disabled. Customers may continue their operation, but in a restricted fashion.</p>

Normal	A normal incident is defined as a problem that has slightly compromised the ability of a customer to conduct business. The customer's productivity loss is minor. The situation may be temporarily circumvented with an established work-around.
Low	A low incident is defined as a problem that has marginally (or not) compromised the ability of a customer to conduct business. The productivity loss is insignificant. This may include a request for service, enhancement, or "how to" request. There is little or no risk of customer impact.

Note: Severity classifications may be updated during the lifecycle of a problem being worked on by the BlackBerry Technical Support team if the impact to the customer changes. The severity classification will be assigned by RIM, in RIM's sole discretion.

Response Times

The BlackBerry Technical Support team sets response time goals based on the method of access. The response time goals are outlined in the following table.

Method of Access	Response Time Goal
Telephone	BlackBerry Technical Support representatives strive to answer eighty percent (80%) of all incoming telephone inquiries within ninety (90) seconds ² .
BlackBerry Expert Support Center	BlackBerry Technical Support representatives will strive to respond to all incidents submitted through the BlackBerry Expert Support Center within 4 hours of submission.

Note: The foregoing response time goals are targets only and RIM shall not be considered to be in breach of any of its obligations if it cannot fulfill such target times.

Subscriber Responsibilities

To effectively troubleshoot and resolve a problem, RIM may require customers to provide user information such as email address, or first and last name. If the requested information is not provided, it may impede RIM's ability to resolve the reported problem.

It is assumed that individuals involved in support of the BlackBerry solution products are familiar with the processes outlined in this plan. It is also assumed that these individuals have received the required user training on any BlackBerry solution product they are supporting.

Examples of customer responsibility for support and system maintenance include but are not limited to the following:

- To ensure that Named Callers associated with an account are verified on a regular basis, and any changes to assigned Named Callers is communicated to RIM
- User privileges
- Data loading procedures
- Perform basic, initial problem isolation and identification before reporting an incident to BlackBerry Technical Support
- Participate in evaluating problem escalation priorities, when necessary
- Coordinate, facilitate, and participate in periodic support reviews and technology meetings
- Support of products not supported by RIM

Out of Scope Services

Services that are not mentioned in the descriptions above, are outside the scope of BlackBerry® Technical Support for BlackBerry® Business Cloud Services and are chargeable to the customer on a per occurrence basis, at then-current rates. If a customer requests any of these services, BlackBerry Technical Support will inform the customer, in advance of the service being rendered, that it may be subject to additional charges. Examples of services not covered by BlackBerry Technical Support Services include, but are not limited to the following:

- Support when a virus is detected on customer's systems; RIM assumes no responsibility for data loss when asked to assist customer 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
 - Management of customer-tailored parameters
 - Creation/modification of scripts that are unique to the customer's environment
- Product training including customized operational/technical procedures
- Custom programming or custom application development for customer
- 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 RIM 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 RIM during technical troubleshooting
- Services related to unsupported products, once the cause has been isolated to the unsupported product and communicated to the customer
- BlackBerry® Technical Support for BlackBerry® Business Cloud Services does not cover issues with customer networks, third party software solutions or hardware issues
- Offering support directly to BlackBerry smartphone users who are not Named Callers. Only Named Callers can interact with BlackBerry® Technical Support for BlackBerry® Business Cloud Services