



Pay for the technical support you need, when you need it—24 hours a day, 7 days a week.

BlackBerry Incident Based Support

*Convenient And Affordable Technical Support
Directly From The Manufacturer*



Get More From Your BlackBerry Wireless Solution

BlackBerry Incident Based Support provides direct access to BlackBerry experts at Research In Motion (RIM) to help you resolve your technical issues.

BlackBerry® Incident Based Support is the ideal solution for BlackBerry customers who do not currently subscribe to BlackBerry® Technical Support Services. It allows your organization to quickly and affordably protect the productivity enhancements provided by your BlackBerry solution on a pay-per-use basis*, whenever an issue arises.

BlackBerry Incident Based Support Options

BlackBerry Internet Service - \$49 USD per incident

BlackBerry® Internet Service subscribers and customers operating on BlackBerry® Desktop Redirector can receive direct support at a cost of \$49 USD per incident.

BlackBerry Enterprise Server - \$249 USD per incident

If you are running BlackBerry® Enterprise Server - Small Business Edition or have less than 50 users** activated on your BlackBerry Enterprise Server you can purchase support at a cost of \$249 USD per incident.

If you take advantage of this option you have 30 days to apply the cost[‡] of your support incident towards a BlackBerry Technical Support Services subscription, which offers you the flexibility and benefits of an annual support subscription, including free BlackBerry Enterprise Server software upgrades.

Application Development - \$249 USD per incident

BlackBerry Incident Based Support for Developers is a pay-for-support program that allows you to contact BlackBerry Technical Support via email to resolve your application development issues at a cost of \$249 USD per incident.

Accessing Support

To access support for BlackBerry Internet Service or BlackBerry Enterprise Server, simply dial the appropriate access number below. Upon entering the telephone menu please select option 2 for technical support, followed by option 4 to be routed appropriately.

North America

Toll Free 1-877-255-2377 or 1-519-888-6181

Europe

Toll Free (UK) 0808 100 7466 or 44 (0) 1753 558401

International

+519-888-6181

Application Development

To request an application development support incident, please email jde@rim.com

For More Information

To learn more about BlackBerry Incident Based Support, visit: www.blackberry.com/go/incidentsupport

* Customers must pay using credit card (American Express, MasterCard and Visa accepted) in advance of the technical issue being resolved. USD, CAD, GBP and EURO are available currencies of charge.

** Customers with 50 or more users on their BlackBerry Enterprise Server have the option to purchase BlackBerry Technical Support Services, or to contact their wireless service provider for support.

‡ No more than one BlackBerry Enterprise Server Incident Support credit can be used at one time, and all credits will expire within 30 days of the support incident being closed. Credit offer valid only to customers that reside in countries where BlackBerry Technical Support Services is sold. Visit the following link for a list of countries where BlackBerry Technical Support Services is currently available: http://www.blackberry.com/support/technicalsupport/countries_of_availability.shtml

© 2007 Research In Motion Limited. All rights reserved. Research In Motion, the RIM logo, BlackBerry, and the BlackBerry logo, are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries. These marks, images and symbols are owned by Research In Motion Limited. All other brands, product names, company names, and trademarks are the properties of their respective owners. The specifications and features contained in this document are subject to change without notice. Printed in Canada. MKT-15186-001