

Support Levels	Care	Basic	Advantage	Premium
Incident Reporting				
Your Team of BlackBerry Support Technical Professionals	Level 1 Associates (electronic access only)	Level 1 Associates ¹	Level 1 Associates ¹ with option to purchase direct access to Level 2 Support Resources	Direct Advanced Response Team (DART)
Response Time – Electronic Ticket Submission	Next business day	Within 4 hours	Within 2 hours	Within 1 hour
Response Time – Telephone Ticket Submission	N/A	Average 4 hours ²	Average 90 Seconds ²	Average 90 Seconds ²
Global Access	12x5 ³	24x7 ³	24x7 ³	24x7 ³
Named Callers	2	2	5 with option to purchase more	15 with option to purchase more
Secondary Access Code for Help Desk				•
Direct Access to BlackBerry Support Professionals				
Level 1 Associates	Electronic Access Only	•	•	
Direct to Level 2 Support Resources			Option (Bundled with SSS in Advantage Plus)	
Escalation Management: Support Service Specialist (SSS)			Option (Bundled with Direct to Level 2 in Advantage Plus)	
Highest level: Direct Advanced Response Team (DART)				•
Relationship based Support: Support Account Manager (SAM)				•
Monthly On-site Support: Designated Senior Technical Analyst (DSTA) ^{4, 5, 6}				Option
On-site Support When Needed: Tech-to-Site ^{5, 6}			Option	Option
Secondary Support Account Manager				Option
Self Service Productivity and Diagnostic Tools (Accessible through the BlackBerry Expert Support Center)				
Online Subscription Management		•	•	•
Online Case Management		•	•	•
Device and Handheld Tools (PIN Test Tool, Enterprise Activation Readiness, Email Troubleshooting Assistant)		•	•	•
Server Tools (Server Status Details, Server Installation Assistant, Server Management)		•	•	•
Access to initiate Proactive and Optimization Services			•	•
Access to Software Downloads		•	•	•
Access to Knowledge Tools		•	•	•
View Real-Time Status Indicator of the BlackBerry Infrastructure ⁴ + View Planned/Unplanned Event Details		•	•	•
Proactive Services and Software Optimization Tools				
Proactive SAM engagement regarding BlackBerry Infrastructure ⁴ Notification				•
Health Check Services ^{7, 13}			Option	•
Change Management and Planning (Assistance with Upgrades, Migrations and Installations)			Option	•
Performance and Load Testing Tools ⁶				•
Continuity of Operation Alerts ^{6, 8}				•
Direct Enterprise Connection (DEC) ^{5, 6, 9}				Option
Program Rewards and Benefits				
Renewal Discounts on BlackBerry Technical Support Services subscription for Certified Named Callers		1% discount per Named Caller up to a maximum of 2%	1.5% discount per Named Caller up to a maximum of 7.5%	2% discount per Named Caller, up to a maximum of 10%
Enterprise Licensing Program for Volume Pricing ^{11, 13}				•
BlackBerry® Software Assurance for Upgrade and Update rights on perpetual BES CAL's			•	•
BlackBerry Software and Hotfixes ¹⁰		•	•	•
Knowledge Tools				
Monthly BlackBerry Technical Webcast Series		•	•	•
Monthly eNewsletter – <i>BlackBerry Solve</i>		•	•	•
Access to those who know the BlackBerry solution best		•	•	•
Access to Knowledge Based Articles		•	•	•
Web Based Training		•	•	•
Access to Training ^{5, 6} (Open Session and On-Site)			Receive a 50% Discount on Open Session Training for each of your Named Callers	4 days On-site Instructor Led Training Included 12
Free Certification Vouchers Towards Exams		One BlackBerry Certification Program exam voucher for each Named Caller	One BlackBerry Certification Program exam voucher for each Named Caller	One BlackBerry Certification Program exam voucher for each Named Caller