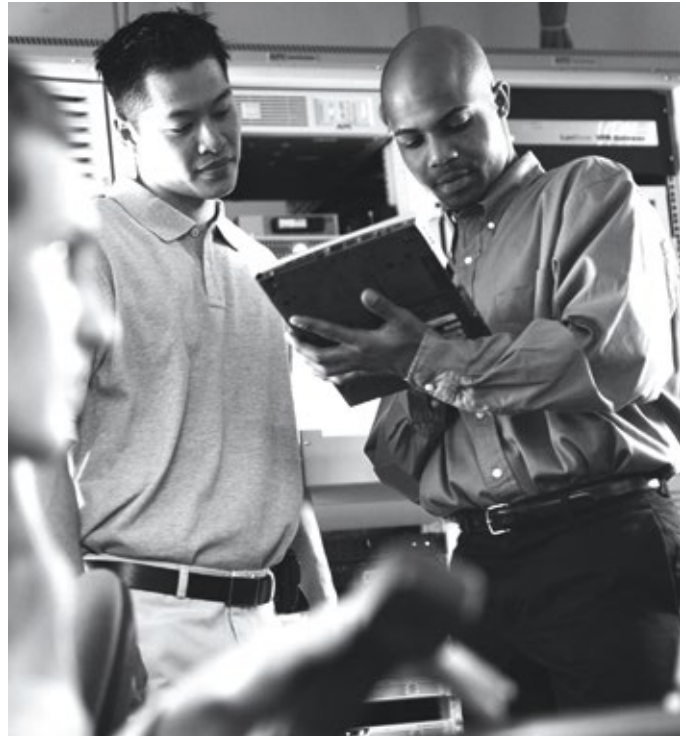


Many companies claim to have the support expertise you need. Before you make any decisions, make sure you understand the differences between the various offerings.

Not all support is created equal

You have a great mobility solution. Unlock its full potential.

Discover a unique blend of technical expertise, rapid issue resolution, and proactive relationship-based support that works with your specific needs. In a business world where mobile options and tools continually evolve, BlackBerry® support helps maximize uptime, innovation, and security with the solutions you already deploy.



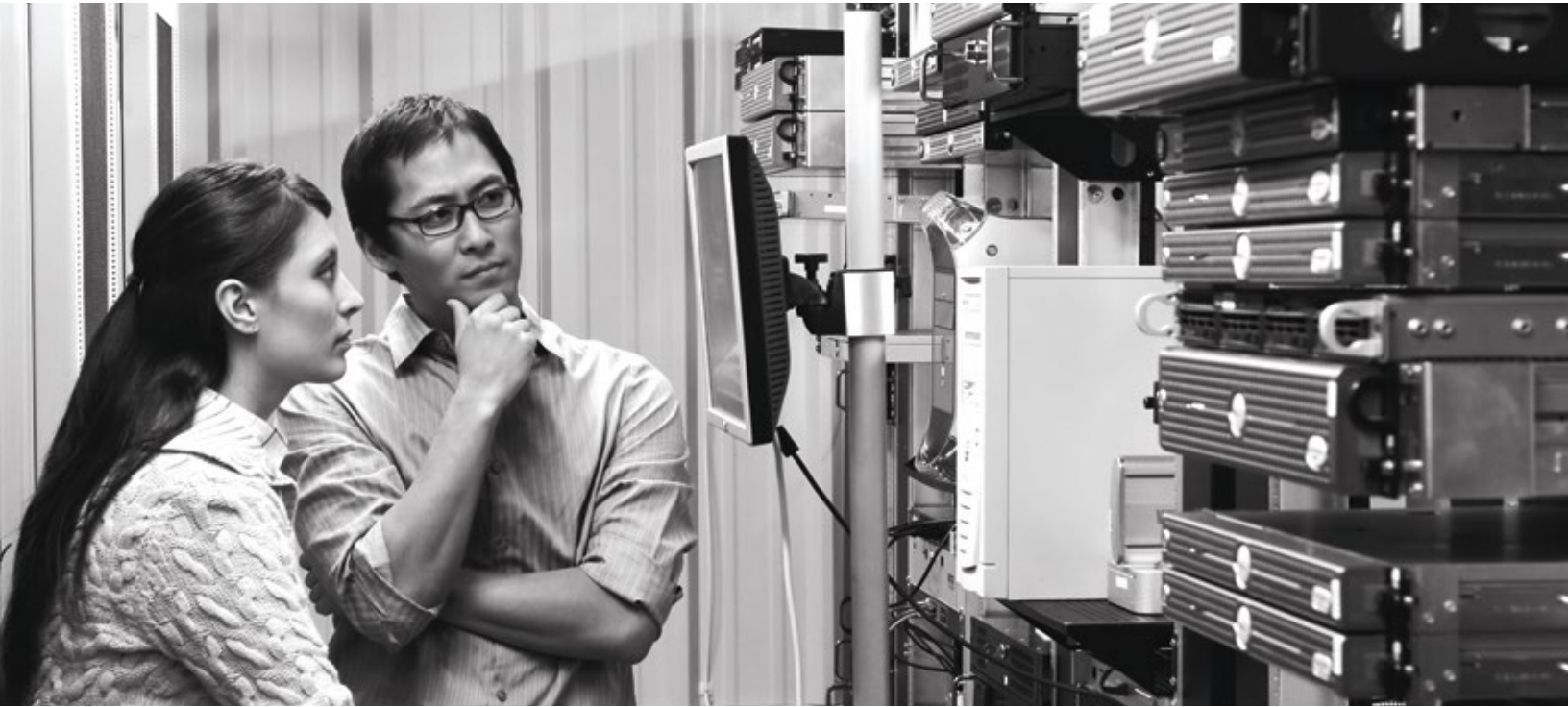
100
Countries¹

10+ Years
24x7x365 global support
Multilingual

Expect more from your support

- › Having technical experts available 24/7, anywhere in the world, provides the answers you need, when you need them
- › Access to support for more team members streamlines issue reporting and resolution
- › Proactive monitoring prevents problems before they can cause costly downtime
- › Priority routing provides a clear escalation path, helping to speed resolution time and keep things running smoothly
- › Designated resources for technical issues and escalations helps improve quality of support
- › Access to training and education empowers ongoing learning and professional development





	BLACKBERRY	AirWatch	MobileIron	Microsoft	IBM	Citrix
Unlimited 24/7 support with all plans	✓	✗	✗	✓	✓	✓
Online support resources / knowledgebase	✓	✓	✓	✓	✓	✓
Number of designated contacts	Advantage (5) Premium (25)	Basic (3) Production (6) Enterprise (Unlimited)	2 only, all tiers	TBC	TBC	Software maintenance (no limit)
Premium Service Manager	✓ No charge with 7,500 Premium subscriptions	✗ Optional Add-on with Production, Enterprise	✗ Separate fees	✗	✗	✗ Separate fees
Direct to Tier 3 support	✓ Premium Support	✗	✗	✗	✗	✗

* As of March 2016

Learn more about all the advantages of BlackBerry Technical Support Services at blackberry.com/btss

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