



## Technical Support Services for Small and Medium Business

### Support Level Comparison

View the support level comparison below to compare the features and services offered by each level of support.

#### Service Features

Feature	Basic Support	Enhanced Support	Advantage Support
<b>Coverage and Access</b>	24x7 electronic incident submission via the BlackBerry Expert Support Center with a 24-hour response	24x7 electronic incident submission via the BlackBerry Expert Support Center with a 4-hour response	24x7 telephone support with an average 90-second response <sup>1</sup> and electronic incident submission via the BlackBerry Expert Support Center with a 2-hour response
<b>Problem Management</b>	N/A	N/A	Included
<b>Direct to Level Two Support Resources</b>	N/A	N/A	Optional
<b>Application Development Support Incidents</b>	N/A	N/A	Optional

#### Preventive Services

Feature	Basic Support	Enhanced Support	Advantage Support
<b>Support Service Specialist (SSS)</b>	N/A	N/A	Optional

#### Feature Descriptions

##### Service Features:

- Problem Management:** In the event of a critical incident, there'll be an escalation within the BlackBerry Technical Support team to the most appropriate technical employees to resolve the issue
- Direct to Level Two Support Resources:** Technical incidents will be routed directly to Level Two support analysts, who have more experience with the BlackBerry solution. This is an optional service for Advantage Support customers
- Application Development Support Incidents:** Provides a set number of application development support incidents to troubleshoot problems related to custom application development, application coding and the use of application development tools and resources

## **BlackBerry® Technical Support Services for Large Business**

### **Support Level Comparison**

View the support level comparison below to compare the features and services offered by each level of support.

Feature	Standard Support	Premium Support	Elite Support
<b>Coverage and Access</b>	<ul style="list-style-type: none"> <li>24x7 telephone support to Level Two Support resources with an average 90-second response<sup>1</sup></li> <li>Electronic incident submission through the BlackBerry Expert Support Center with a 2-hour response</li> </ul>	<ul style="list-style-type: none"> <li>24x7 telephone support to the Direct Advanced Response Team (DART) with an average 90-second response<sup>1</sup></li> <li>Electronic incident submission through the BlackBerry Expert Support Center with a 1-hour response</li> </ul>	<ul style="list-style-type: none"> <li>24x7 telephone support to DART with an average 90-second response<sup>1</sup></li> <li>Electronic incident submission through the BlackBerry Expert Support Center with a 1-hour response</li> </ul>
<b>Problem Management</b>	Included	Included	Included
<b>Direct to Level Two Support Resources</b>	Included	N/A	N/A
<b>Direct Advanced Response Team (DART)</b>	N/A	Included	Included
<b>Application Development</b>	Option	20	Unlimited
<b>Support Incidents</b>			
<b>Secondary Access Code</b>	N/A	Included	Included

### **Choosing the right support**

As an authorized BlackBerry® Reseller, Seepath Solutions BlackBerry® support engineers will work with our customers to identify the right support package.

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