



Your Guide to Tx0 Support

Tx0 Support Welcome Package

Technical Support Services



Tx0 Support Welcome Package

Contents

Welcome	1
Tx0 Program Details	2
Email Support:	2
Telephone Support:	2
Key Point of Contact:	2
Contact Information.....	3
How to Order Full Technical Support Services Coverage	3
Full Technical Support Services Coverage (Tx1 – Tx5 Support).....	4
Software Maintenance and Technical Support for your BlackBerry Enterprise Solution	4
Learn More about BlackBerry Technical Support Services	6



Tx0 Support Welcome Package

Welcome

Welcome to Technical Support Services, your introduction to the technical support service provided by Research In Motion® (RIM®) – the developer, manufacturer and wireless experts for your BlackBerry® Enterprise Solution™. Technical Support Services offers your organization a single point of contact for your BlackBerry Enterprise Solution technical support needs following the new purchase of your BlackBerry Enterprise Server™ software.

Note: Technical Support Services excludes support related to wireless networks, customer networks or third party software solutions.

This Welcome Package provides you with the information to get you started with your Technical Support Services program: **Tx0 Support**.

Tx0 Support Welcome Package



Tx0 Program Details

With the purchase of your new BlackBerry Enterprise Server (BES) software you are eligible for Tx0 Support, which is 60 days of technical support direct from RIM. Tx0 provides support for net new installations of BES software for the SRP associated with the purchase. Tx0 does not include upgrading older versions of BES software, other SRP identifiers, or BlackBerry device support.

In order to continue to receive support after the 60 days, you must purchase a Technical Support Services subscription (Tx1-Tx5). See [How to Order Full Technical Support Services Coverage](#) for more information.

Technical Support Services (Tx1-Tx5) is comprehensive support for all components of your BlackBerry Enterprise Solution, regardless of where or how it was purchased. When you purchase a Technical Support Services subscription, you gain a direct line into RIM technical support experts who will assist with resolving any BlackBerry platform technical issues or questions, including hardware, software, carrier and connectivity related issues. Technical Support Services is your single resource for BlackBerry technical support, and we will engage appropriate carrier partners to resolve any issues as required.

With Tx0 Support, you receive the following support features (for your BlackBerry Enterprise Server software only).

Email Support:

- Monday to Friday: 8:00am – 5:00pm (these support hours are based on your local time zone within North America and Europe)

North America	Europe
help@blackberry.com	Support_uk@rim.com

- When using email support, please include your Technical Support Services subscriber code which can be found in the body of your welcome email.

Telephone Support:

- Monday to Friday: 8:00am – 5:00pm (these support hours are based on your local time zone within North America and Europe)

North America	Europe
1-877-255-2377 or 1-519-888-6181	+44 (0)1784 223838

Key Point of Contact:

You may designate one named Technical Contact from your organization's IT department as the direct point of contact for communications with the BlackBerry Technical Support representatives.

Tx0 Support Welcome Package



Contact Information

Record your Technical Support Services contact details in the table below, and keep this information in a convenient place.

Note: When you use email support, be sure to include your Technical Support Services subscriber code.

Information	North America	Europe
Email	help@blackberry.com Include your Technical Support Services subscriber code in the subject line of your email.	Support_uk@rim.com Include your Technical Support Services subscriber code in the subject line of your email.
Telephone	1-877-255-2377 or 1-519-888-6181	+44 (0)1784 223838
Your Technical Support Services subscriber code		

How to Order Full Technical Support Services Coverage

For Customers in North America:

- Call BlackBerry Sales at 1-800-327-9085 or 1-519-888-6181 or email sales@blackberry.com.
- If you know you want to purchase Tx1 Support or Tx2 Support from RIM, you can [click here](#) to order these program levels online.
- Please contact [GTSI](#) for government specific pricing and quotes under government contracts.

For customers in Europe:

For more information regarding Technical Support Services, or to obtain a pricing quote, please email tsseurope@rim.com



Full Technical Support Services Coverage (Tx1 – Tx5 Support)

Software Maintenance and Technical Support for your BlackBerry Enterprise Solution

Tx1 through Tx5 support is an annual subscription program providing software maintenance and technical support services for one or more components of your BlackBerry Enterprise Solution. It is a scalable and flexible support program that allows you to maximize your organization's BlackBerry wireless experience while protecting your existing BlackBerry Enterprise Solution investment. Technical Support Services also offers your organization a single point of contact for BlackBerry software releases and technical support regardless of where you purchased your BlackBerry Enterprise Server software.

Maximize Your BlackBerry Experience While Protecting Your Investment

Tx1 through Tx5 support gives you access to the most recent BlackBerry software releases so your BlackBerry device users can receive the latest productivity enhancements and your IT department can maintain a manageable software budget. It also offers assistance for your BlackBerry technical support questions, which allows your BlackBerry device users to be up-and-running and helps to ensure the continued performance of your BlackBerry Enterprise Solution. Technical Support Services provides the support that is required for your organization to get the most efficient and productive use of your existing BlackBerry investment.

Scalable and Flexible Program

Technical Support Services has been designed to be scalable and flexible to meet your organization's evolving needs. It is tiered support broken into five program levels (Tx1 to Tx5). With Technical Support Services, you select the program level that best suits your specific needs with the reassurance that you can update your level as those needs evolve.

Single Point of Contact

With Tx1 through Tx5 support, you can enjoy the benefits of having a single point of contact for your BlackBerry software releases and technical support needs. If you purchase BlackBerry devices and software from multiple vendors, Tx1 through Tx5 support can remove the complexity of having multiple contacts for BlackBerry software releases and technical support by consolidating support from a single source - RIM.

Greatest Level of BlackBerry Expertise

Technical Support Services is provided by RIM, the developer and manufacturer of BlackBerry products and services. With Technical Support Services, your organization benefits from RIM's expert product knowledge and support experience.

Tx0 Support Welcome Package



Program Levels

Technical Support Services coverage consists of five support levels (Tx1 through Tx5) so you can select the level that best meets your specific BlackBerry technical support and software maintenance needs. Each program level provides the same baseline support, with additional features and benefits made available at higher Technical Support Services program levels:

Programs	Tx1 Support	Tx2 Support	Tx3 Support	Tx4 Support	Tx5 Support
Telephone Support	12x5	24x7	24x7	24x7	24x7
Email Support	✓	✓	✓	✓	✓
Software Releases	✓	✓	✓	✓	✓
Named Callers	2 callers	4 callers	5 callers	10 callers	10 callers
Online Enhanced Technical Knowledge Center	✓	✓	✓	✓	✓
Priority Queuing			✓	✓	✓
Enhanced-Plus Technical Knowledge Center			✓	✓	✓
Non-Production Server Support			✓	✓	✓
BlackBerry Enterprise Server Migration Support			✓	✓	✓
User Alerts			✓	✓	✓
BlackBerry Application Development Training			1 day	2 day	2 days
BlackBerry Application Development Incident Support			10 free incidents	15 free incidents	20 free incidents
Support Account Manager				✓	✓
Direct Advanced Response Team				✓	✓
Tech-to-Site Assistance					✓

These five expanded levels of Technical Support Services are available to your organization, and can be purchased immediately, or after your Tx0 subscription concludes.

Tx0 Support Welcome Package



Learn More about BlackBerry Technical Support Services

For North American Customers:

Click <http://www.blackberry.com/support/Technical Support Services> to view additional features and benefits of Tx1 through Tx5 support.

Download the [Technical Support Services brochure](#) to learn more about the features and benefits of Technical Support Services, including additional information about each Technical Support Services program level.

To order Tx1 or Tx2 support [click here](#)

For additional information and to purchase Tx3-Tx5 support in North America:

Email: sales@blackberry.net

Phone: 1-800-327-9085.

For European Customers:

Choose one of the following links to view the additional features and benefits of Tx1 through Tx5 support.

Europe (English)	http://www.blackberry.com/uk/support/technical/index.shtml
Europe (Deutsch)	http://www.blackberry.com/de/support/technical/index.shtml
Europe (Italiano)	http://www.blackberry.com/it/support/technical/index.shtml
Europe (Español)	http://www.blackberry.com/es/support/technical/index.shtml
Europe (Français)	http://www.blackberry.com/fr/support/technical/index.shtml

For additional information and to purchase Tx3-Tx5 support in Europe:

Email: tsseurope@rim.com

Tx0 Support Welcome Package

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*Check with service provider for availability, roaming arrangements and service plans. Certain features outlined in this document require a minimum version of BlackBerry Enterprise Server software, BlackBerry Desktop Software, and/or BlackBerry handheld software. May require additional application development. Prior to subscribing to or implementing any third party products or services, it is your responsibility to ensure that the airtime service provider you are working with has agreed to support all of the features of the third party products and services. Installation and use of third party products and services with RIM's products and services may require one or more patent, trademark or copyright licenses in order to avoid infringement of the intellectual property rights of others. You are solely responsible for determining whether such third party licenses are required and are responsible for acquiring any such licenses. To the extent that such intellectual property licenses may be required, RIM expressly recommends that you do not install or use these products and services until all such applicable licenses have been acquired by you or on your behalf. Your use of third party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third party products and services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.