Vendor Program Overview

BES12, a cross-platform EMM solution by BlackBerry®, lets you manage enterprise mobility across iOS, Android™, Windows Phone® and BlackBerry® devices. Built on BlackBerry's trusted, global network, BES12 makes managing enterprise mobility efficient and secure.

Key Products

BlackBerry Enterprise Server 12 ,Licenses and Value Added Services
BlackBerry Technical Support Services (BTSS)

Maintenance/Support

BlackBerry Technical Support Services (BTSS) offers one year of support. It is recommended for every BlackBerry installation. Net New BES 12 license purchases now include support in the yearly license fees. For complete details about BTSS, please visit www.blackberry.com/tss.

Media

All BlackBerry licensing is delivered via email. No physical media is available.

Authorization Requirements

All resellers must be authorized by Research in Motion prior to being quoted or ordering BlackBerry licensing. The authorization link is https://partner.blackberry.com

Ordering Requirements

To assure prompt processing of your BlackBerry purchase, please be sure to include the following information when placing your order:
1. Ingram Micro account number
2. PO number
3. End user company name
4. End user street address, city, state and ZIP Code
5. End user contact name - first and last name required
6. End user contact phone number
7. End user contact email address (email domain must match business name)
8. When purchasing support, the following is also required
   - For a new support contract, SRP ID#(s) of the BlackBerry server(s) to be supported; or
   - For a renewal, TCode (subscription ID#) for the current support contract.
   - For both new and renewal contracts, the current number of BlackBerry users.
   - SRP or TCode, along with user count, can be entered in the field titled Contraction Authorization # in Click2License.
9. End user email address that are to receive the fulfillment email must be registered in BlackBerry's new order portal first: https://store.blackberry.com/direct/register/create .

Product Delivery

The normal processing time on orders is 24-48 hours. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers can be copied. For renwal orders, the customer can log on

to the BlackBerry Expert Support Center at www.blackberry.com/besc. The new contract expiration date will be updated approximately five business days after the renewal order is placed.

Renewals
Renewals can be purchased up to 90 days prior to the expiration date and the renewal will begin thereafter.

Pricing Programs
BlackBerry offers the BlackBerry Gov/Ed Program which provides a discount from commercial pricing. Please see the Authorization Requirements section of this document for additional details.

Returns Overview
BlackBerry Technical Support Services and licenses are not refundable.

Please contact our licensing desk with any questions.

April 24, 2015