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BlackBerry-Licensing@IngramMicro.com

Desk hours - 8:30-8:00 Eastern

www.blackberry.com

spn.blackberry.com

Vendor Program Overview

The BlackBerry solution includes software licenses that enable wireless access to data and applications, including email, corporate data, instant messaging, phone, internet and intranet sites, MMS and SMS. It supports leading enterprise email platforms and can be customized to meet the needs of one person or an entire enterprise, to any scale, in any industry.

Key Products

BlackBerry Enterprise Server V5 for Microsoft Exchange, Lotus Domino or Novell GroupWise

BlackBerry Technical Support Services (BTSS)

Support

BlackBerry Technical Support Services (BTSS) offers one year of support. It is recommended for every BlackBerry installation. Options are available for Small and Medium Business and Enterprise opportunities. Depending on level, support can be accessed via electronic ticket submission and/or telephone. Most offerings include upgrade assurance. 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. This is a one-time requirement, and turnaround is typically same day. The authorization link is <https://www.blackberry.com/ResellerContractSite/entry.do?vendor=Ingram&product=2>

There is a further authorization requirement for resellers wishing to participate in the BlackBerry Gov/Ed Program. For an application, please visit spn.blackberry.com. After logging in, click on Connect and then Distribution Programs.

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 Contract Authorization # in Click2License.

License 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. Nothing is emailed for a BTSS renewal order. Instead, 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.

Important Notes

Stay updated on BlackBerry by logging in to the Solution Provider Network at spn.blackberry.com.

BTSS is not returnable. Software orders have a 30-day return window. A replacement order of equal or greater value for the same end user is required.