



# BlackBerry Standard Support

Service Level Agreement



# 1 Table of Contents

1	Table of Contents .....	2
2	Service Hours .....	3
3	Accessibility .....	4
4	Support Service .....	5
5	Incident Management .....	6
5.1	Procedure 1: Reporting Incidents .....	6
5.1.1	Contact information .....	6
5.1.2	Scope.....	6
5.1.3	Preliminary checks .....	6
5.1.4	Data supply when reporting.....	6
5.1.5	Who can report incidents?.....	7
5.2	Procedure 2: Registering Incidents .....	7
5.2.1	Entering registration .....	7
5.2.2	Information generated after registration .....	8
5.2.3	Information generated during the process.....	8
5.3	Procedure 3: Classification and Assignment.....	8
5.3.1	Classification .....	8
5.3.2	Assignment.....	8
5.4	Procedure 4: Priority and Escalation .....	8
5.4.1	Priority 1 (high) .....	8
5.4.1.1	Classification .....	8
5.4.1.2	Actions taken .....	8
5.4.1.3	Escalation on Priority 1 .....	9
5.4.2	Priority 2.....	9
5.4.2.1	Classification .....	9
5.4.2.2	Actions taken .....	9
5.4.2.3	Escalation on priority 2 .....	10
5.4.3	Priority 3.....	10
5.4.3.1	Classification .....	10
5.4.3.2	Actions taken .....	10
5.4.3.3	Escalation on priority 3 .....	10
5.4.4	Priority 4 (low).....	10
5.4.4.1	Classification .....	10
5.4.4.2	Actions taken .....	10
5.4.4.3	Escalation on priority 4 .....	10
5.4.5	Summary of priorities.....	11
5.5	Pro-active notifications .....	11
5.6	Remote Repair Service .....	11
5.7	Evaluation of the Service Level Agreement .....	11

## 2 Service Hours

<b>Description</b>	The Support Centre provides BlackBerry Enterprise Server technical support. The Support Centre can be contacted to register incidents, to add information to or request the status of a previously reported incident, to request information or request changes.
<b>Hours</b>	The Support Centre can be reached between <b>09:00</b> and <b>18:00 CET</b>
<b>Exception</b>	<ul style="list-style-type: none"><li>• The Support Centre is not available on bank holidays and during weekends.</li><li>• An Authorized Contact can request exception of these service hours as is described in "Accessibility". If GPXS agrees, this will be confirmed to the Authorized Contact at least <b>2 working days</b> in advance.</li></ul>

### 3 Accessibility

<b>Description</b>	The accessibility describes the methods that can be used to register incidents, to request the status of a previously reported incident, to request information or to request changes.
<b>Remark</b>	Support will be provided according to the procedures described in this document.
<b>Exception</b>	<ul style="list-style-type: none"><li>• An Authorized Contact can request exceptions to the process at least <b>5 working days</b> in advance of the requirement. If GPXS agrees, this will be confirmed to the Authorized Contact at least <b>2 working days</b> in advance.</li><li>• For exceptions to the normal escalation process: only an Authorized Contact can initiate communications to the support team.</li></ul>

## 4 Support Service

<p><b>Description</b></p>	<p>The Support Centre can be contacted for the following reasons:</p> <p><b>Incident Management</b></p> <ul style="list-style-type: none"> <li>• Reporting of incidents.</li> <li>• Request status information of incidents.</li> <li>• Solution of incidents.</li> <li>• Progress control of solutions.</li> </ul> <p><b>Request for information</b></p> <ul style="list-style-type: none"> <li>• Request for information about software releases such as Service Packs and/or Hotfixes.</li> </ul> <p><b>Request for Change</b></p> <ul style="list-style-type: none"> <li>• Request for Change for existing BlackBerry related products and/or solutions.</li> </ul>
<p><b>Remark</b></p>	<p>The support service will be performed according to the procedures mentioned in this document.</p>
<p><b>Exception</b></p>	<p>None.</p>

## 5 Incident Management

This section describes the process for reporting and/or resolving incidents related to the usage of the BlackBerry Handheld, Blackberry Desktop Manager (DTM) and BlackBerry Enterprise Server (BES). Incident management will be performed according to the procedures outlined in this chapter.

### 5.1 Procedure 1: Reporting Incidents

#### 5.1.1 Contact information

Incidents can be reported during service hours (see paragraph “Service Hours”) by:

<b>Phone:</b>	For the Netherlands	<b>+31 (0)20 7507 554</b>
	For Spain	<b>+34 (0)91 187 56 38</b>
	For all other countries	<b>+32 (0)9 269 52 54</b>
<b>Email:</b>	support@gpxs.net	

#### 5.1.2 Scope

The support service covers all incidents related to:

- The working of the BlackBerry environment.
- The integration with the customer’s network.
- The interaction with the customer’s mail and messaging server(s).
- The interaction with the RIM and Mobile Carrier infrastructure.
- SRP, CAL and SRP Authentication Key management.

Support is provided for all RIM Blackberry Enterprise Server software, Blackberry Desktop Manager and Desktop Redirector. The installation of the BlackBerry Enterprise Server must be compliant with RIM’s prerequisites.

This support contract does not cover:

- Hardware problems.
- Network coverage issues.
- SIM card activation issues.
- Roaming and wireless network access issues.
- SRP, CAL and SRP Authentication Key provisioning.
- Locking of stolen or lost devices.
- Handheld Operating System issues.

#### 5.1.3 Preliminary checks

Before reporting an incident, the Authorized Contact needs to perform a set of preliminary checks:

- Check the correct functioning of the BlackBerry Handheld and the Blackberry Desktop Manager software.
- Check SIM activation/lock and GPRS/EDGE/3G network availability. Contact the telecom operator to obtain this information.
- Report BlackBerry device hardware problems to the hardware supplier.
- Check configuration and functioning of the BES installation, messaging server, internal network, firewall and Internet connectivity.

#### 5.1.4 Data supply when reporting

When reporting an incident, following details must be supplied:

- Name of the user who experiences the incident being reported.
- Name of the Authorized Contact.
- Phone number and email address through which the Authorized Contact can be reached.
- Detailed description of the incident, including any steps that might have been taken to resolve the incident.
- Indication of urgency as described in procedure “Priority and Escalation”.
- Technical information as requested in the overview below:

Information to be supplied	BlackBerry incident	DTM incident	BES incident
Details of version and service packs of the operating system and connected applications (Exchange, Notes or GroupWise).			X
Details on the version and service pack of the BES.			X
BES log files.			X
Details on the version of the BlackBerry handheld and/or Desktop Manager.	X	X	
Details on the configuration if the customer uses several BES and/or Exchange/Notes/GroupWise messaging servers.			X
PIN, IMEI and version number of the handhelds, when the incident is related to a set of handhelds.	X		
Incident reference number of the customer	X	X	X
Frequency of the incident.	X	X	X
Time of appearance of the incident.	X	X	X

### 5.1.5 Who can report incidents?

Incidents can be reported by 2 Authorized Contacts. These Authorized Contacts should have enough knowledge of the customer’s environment as well as access rights to this environment (Blackberry server and messaging server). Authorized Contacts must be trained as a BES Administrator or have built-up similar competences.

A list (authorization list) with the names and contact details of the Authorized Contacts must be supplied by the customer. Changes to this list can be done during service hours, free of charge. Only Authorized Contacts can request these adjustments. Adjustments can only be made once per quarter.

## 5.2 Procedure 2: Registering Incidents

### 5.2.1 Entering registration

Incidents will be registered at the GPXS Support Centre. The following details will be recorded:

- Name of the user who experiences the incident being reported.
- Name of the Authorized Contact for the user involved.
- Phone number and email address through which the Authorized Contact can be reached.
- Detailed description of the incident, including any steps that might have been taken to try to solve the incident.
- Indication of urgency as described in procedure “Priority and Escalation”.
- Technical information as requested in procedure “Reporting Incidents”.

## 5.2.2 Information generated after registration

After registration, the following details will be generated:

- **Incident number:** This number must be used as a reference when requesting the status of the reported incident.
- **Priority:** Depending on the seriousness of the situation, a priority will be given which determines the way the incident will be handled.

## 5.2.3 Information generated during the process

During incident handling, the following information will be generated:

- History of actions that have been taken.
- Log of email communications.
- Log of phone calls.
- Solution with detailed description of how the incident has been resolved.

## 5.3 Procedure 3: Classification and Assignment

### 5.3.1 Classification

After registration of the incident a decision is taken on how to handle the incident. In agreement with the Authorized Contact, a priority will be assigned to the reported incident. This priority determines, amongst other things, the target timescales for resolution and the feedback mechanism to use.

### 5.3.2 Assignment

During the processing of an incident, the Support Centre may decide to involve a third party (for instance Research in Motion or the Mobile Operator). The Support Centre will manage the communication with any third party.

## 5.4 Procedure 4: Priority and Escalation

During classification of an incident and in agreement with the customer involved, a priority will be assigned. A priority of 1 (high), 2, 3 or 4 (low) will be applied to all incidents.

Each priority is linked to a timescale in which GPXS will offer a (temporarily) solution. The timescales for resolution are explained in further detail in this document. These timescales do not take into account any delay that might be caused by the time needed for the customer or any 3<sup>rd</sup> party (like Research in Motion, Mobile Operator, Microsoft etc) to take certain actions or deliver feedback.

### 5.4.1 Priority 1 (high)

#### 5.4.1.1 Classification

Priority 1 will be applied to serious incidents which have a direct negative impact on the company's performance and business processes. These are typically system down incidents.

#### 5.4.1.2 Actions taken

An Incident with Priority 1 can only be reported by phone. Both the customer and GPXS will make available the necessary resources on a fulltime basis as of the moment of incident registration. The following list of people needs to be available at the customer's side:

- The Network administrator.
- The BES administrator.
- The Database administrator.



- The Messaging administrator (Exchange, Lotus Notes, Groupwise).
- The Security Officer.

Full access will be granted to the infrastructure of the customer, enabling GPXS to perform remote interventions.

Within <b>15 minutes</b>	An action plan will be communicated to the customer's Authorized Contact.
Within <b>16 hours</b>	At least a (temporary) workaround will be provided.
Within <b>4 weeks</b>	A permanent solution will be provided.

In mutual agreement, a communication process will be agreed upon between the Authorized Contact and the GPXS support engineer.

The status of the incident can be requested by an Authorized Contact at any time during service hours.

#### 5.4.1.3 Escalation on Priority 1

If the Support Centre is unable to resolve the incident within **16 hours**, escalation will be done to a relevant 3<sup>rd</sup> party (Research in Motion, Mobile Operator, Microsoft...).

#### 5.4.2 Priority 2

##### 5.4.2.1 Classification

An incident will be assigned priority 2 when there is a serious issue but there is no direct influence on the company's performance. Business processes are interrupted but can proceed at minimum level. A set of users are prevented from performing some tasks.

##### 5.4.2.2 Actions taken

Both the customer and GPXS will make available the necessary resources on a fulltime basis as of the moment of incident registration. If applicable, the following list of people needs to be available the customer's side:

- The Network administrator.
- The BES administrator.
- The Database administrator.
- The Messaging administrator (Exchange, Lotus Notes, Groupwise).
- The Security Officer.

If applicable, full access will be granted to the infrastructure of the customer, enabling GPXS to perform remote interventions.

Within <b>30 minutes</b>	An action plan will be communicated to the customer's Authorized Contacts.
Within <b>48 hours</b>	At least a (temporary) workaround will be provided.
Within <b>8 weeks</b>	A permanent solution will be provided.

Feedback to the Authorized Contact will be given after incident resolution. The status of the incident can be requested at any time during service hours.

### 5.4.2.3 Escalation on priority 2

If the Support Centre is unable to solve an incident within **48 hours**, the incident will be escalated. The Support Centre will inform the Authorized Contact and together they will define the next actions.

## 5.4.3 Priority 3

### 5.4.3.1 Classification

An incident will be assigned priority 3 when it produces average or low impact on some functionality, but the customer's business processes still have the ability to function.

### 5.4.3.2 Actions taken

Within <b>2 hours</b>	An action plan will be communicated to the customer's Authorized Contact.
Within <b>6 weeks</b>	At least a (temporary) workaround will be provided.
Next <b>service pack release</b>	A permanent solution will be provided.

Feedback to the Authorized Contact will be given after the incident has been solved. The status of the incident can be requested at any time during service hours.

### 5.4.3.3 Escalation on priority 3

If the Support Centre is unable to solve an incident within **6 weeks**, the incident will be escalated. The Support Centre will inform the Authorized Contact and together they will define the next actions.

## 5.4.4 Priority 4 (low)

### 5.4.4.1 Classification

An incident will be assigned priority 4 when it concerns questions regarding usage. Quality, performance and functionality are not impacted.

### 5.4.4.2 Actions taken

Within <b>24 hours</b>	An action plan will be communicated to the customer's Authorized Contact.
Within <b>12 weeks</b>	At least a temporary workaround will be provided.

The status of the incident can be requested at any time during service hours.

### 5.4.4.3 Escalation on priority 4

If the Support Centre is unable to solve an incident within **12 weeks**, the incident will be escalated. The Support Centre will inform the Authorized Contact and together they will define the next actions.

## Summary of priorities

The schema below is applicable to the incident resolution process:

Priority	1 (high)	2	3	4 (low)
Feedback on actions to be taken (*)	< 15 minutes	< 30 minutes	< 2 hours	< 24 hours
Solution or (temporary) workaround (*)	< 16 hours	< 48 hours	< 6 weeks	< 12 weeks
Permanent solution (*)	< 4 weeks	< 8 weeks	Next service pack	Not applicable
Feedback on actions taken	Immediately	After resolution	After resolution	Not applicable
Escalation (*)	> 16 hours	> 48 hours	> 6 weeks	> 12 weeks
Request of status	Service hours	Service hours	Service hours	Service hours

(\*) The timescales mentioned do not take into account any delay that might be caused by the time needed for the customer or any 3<sup>rd</sup> party (like Research in Motion, Operator, Microsoft...) to take certain actions or deliver feedback.

### 5.5 Pro-active notifications

GPXS will notify the Authorized Contacts when a new Service Pack or hotfix has been released by RIM. Important technical/security alerts will also be shared.

### 5.6 Remote Repair Service

The Remote Repair Service can be requested by the customer or the GPXS Support Centre. After agreement with the customer, GPXS will connect remotely to the server and take the steps needed to correct or recover the server. Typical actions may include:

- Remote problem analysis.
- Remote problem cause analysis.
- Making changes to the BES server configuration.
- Advising the customer's IT department to perform changes to underlying infrastructure.

**NOTE:** The Remote Repair Service does not cover the installation of Service Packs, Hotfixes and Software Updates.

### 5.7 Evaluation of the Service Level Agreement

GPXS and the customer can change the Service Level Agreement to better address requirements of the customer and/or GPXS. This change, and corresponding service fee change, can only be executed after mutual agreement between the customer and GPXS.



[www.gpxs.net](http://www.gpxs.net)