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BlackBerry Partner Support Services

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Program Overview

BlackBerry® Partner Support Services is a comprehensive support program designed for partners who need access to technical support experts at BlackBerry. The revised BlackBerry Partner Support Services enables partners to design their own support programs and services around BlackBerry with back-end support from the manufacturer of the BlackBerry solution. If your company has a customer base running BlackBerry and you are supporting their mobility deployment, BlackBerry Partner Support Services will help ensure that you can provide your customers with the technical support and expertise that they require. Each support option includes 24x7 access to BlackBerry technical experts, with service level goals designed to help you resolve your customers' technical issues quickly.

See if BlackBerry Partner Support Services is available in your country.

For a detailed program summary, please click here to see the program description.

➕ **Tier 2 Support**

➕ **Tier 3 Support**

➕ **Incident Based Support**

➕ **Additional Services that Partners can provide to their Customers**

Partners can instead consider becoming a reseller of BlackBerry Technical Support Services. This program gives your customers direct access to BlackBerry, and does not require you to provide any technical support or be the primary point of contact for your customers. Click here to learn about BlackBerry Technical Support Services. Click here to learn about becoming a reseller.

For more information contact the BlackBerry Partner Support Services Program Team or your Business Development Manager.

[1] The 90-second response to telephone support calls is not a service-level guarantee, but rather a goal to answer calls within 90 seconds 80% of the time.

[2] A valid Non-Disclosure Agreement is required between the subscribing organization and RIM.

[3] Support Account Manager services are available from 8 a.m. to 5 p.m. Monday to Friday in a single time zone designated by the customer. Support Account Manager services outside of these hours will be provided on a best effort basis.

4 Only available to partners who require server/administrative support.

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