

Certicom Appliance Support and Product Maintenance

SUPPORT FOR BUSINESS CRITICAL OPERATION

Certicom recognizes the important role that our products play in mission critical operational environments. Certicom operates a **critical severity response hot line using expert, in-house, technical support staff** that work closely with customers' engineers fielded around the globe. Product maintenance is bundled with all Certicom Support plans, ensuring that fielded Certicom products are proactively kept on an **upgrade path that is consistent with future releases** and ongoing product roadmap.



STANDARD SUPPORT

Standard support is for customers with mission critical business operations that require standard 9 to 5 business hour support. Certicom standard support plans are ideal for customers that are technically self sufficient, or are using Certicom products in a development environment.



PREMIUM SUPPORT

Building on Standard, Premium Support is made available for organizations that depend on mission critical applications, 24x7, to meet their business objectives. It is imperative that their systems achieve, as close as possible, 100% availability and reliability. Premium Support is geared to help these customers achieve their goals.



Benefits of Certicom Support Plans

- **Business critical operations are supported** with the appropriate level urgency and technical competency, from the very first support call, during your hours of operation.
- **Products updates and roadmap upgrades** are continuously made available to ensure that your business critical operation will benefit from ongoing continuous improvements made to Certicom products over time.
- **Proactively scheduled monthly support meetings** with your operations team that are attended by Certicom Support, Marketing and Sales, ensuring that your issues and requests are being adequately addressed.











Support Plan Features

SUPPORT AND MAINTENANCE PLAN COMPARISON

	STANDARD 	PREMIUM 
Hours of Availability	Monday to Friday – 9 to 5 EST	24x7x365
Hot Line Support for Severity 1 & 2 Issues	Monday to Friday – 9 to 5 EST	24x7x365
Phone and Email Support	✓	✓
Product updates and upgrades	✓	✓
Unlimited Support Requests	✓	✓
Maximum customer contacts	2	5
Patch Distribution	✓	✓
Automatic Priority Escalation		✓
Monthly Status Meetings – Certicom Support, Sales and Marketing		✓
Documented Incident Reporting for Critical Situations		✓

Severity Definitions:

<p>1: Critical Business process is severely affected and there is no work around.</p> <p>2: Serious Business process is affected but a work around exists.</p> <p>3: Medium Business process is affected but there is no loss of functionality.</p> <p>4: Low General enquiries, product enhancements.</p>	 1 Hour via Hot Line (Monday-Friday 9 to 5 EST)  1 Hour via Hot Line (Monday-Friday 9 to 5 EST)  4 Business Hours  3 Business Days	 1 Hour via Hot Line  1 Hour via Hot Line  2 Business Hours  1 Business Day
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About Certicom

Certicom, a wholly owned subsidiary of Research In Motion Limited (RIM) (Nasdaq: RIMM; TSX: RIM), manages and protects the value of content, applications and devices with government-approved security. Adopted by the National Security Agency (NSA) for government communications, Elliptic Curve Cryptography (ECC) provides the most security per bit of any known public-key scheme. As the global leader in ECC, Certicom’s security offerings are currently licensed to hundreds of multinational technology companies, including IBM, General Dynamics, Motorola and Oracle. Founded in 1985, Certicom’s corporate office is located in Mississauga, Ontario, Canada with worldwide sales offices in USA and Asia. Visit www.certicom.com.



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