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**Answer:** B, E

**QUESTION:** 107

What is included in all three levels of BlackBerry Technical Support Services for Small & Medium Businesses? (Choose one.) To see the Acronym list click the "Exhibit" button found at the bottom of the screen.

\*\*"Exhibit Missing\*\*

- A. Support Service Specialist (SSS), additional named callers, and direct to level two support resources
- B. BlackBerry Solve newsletter, online BlackBerry Expert Support Center, and Technical Webcast Series
- C. BlackBerry Expert Support Center, Support Service Specialist (SSS), and BlackBerry Solve newsletter
- D. Direct to level two support resources, Support Service Specialist (SSS), and additional named callers
- E. Additional named callers, Online BlackBerry Expert Support Center, direct to level two support resources

**Answer:** B

**QUESTION:** 108

What is the minimum version of BlackBerry Technical Support Services a customer can purchase to be able to obtain free future Blackberry Enterprise Server software upgrades?(Choose one.) To see the Acronym list click the "Exhibit" button found at the bottom of the screen. \*\*"Exhibit Missing\*\*

- A. Basic Support for SMB
- B. Enhanced Support for SMB
- C. Advantage Support for SMB
- D. Standard Support for Enterprise
- E. Premium Support for Enterprise
- F. Elite Support for Enterprise

**Answer:** C

**QUESTION:** 109

Which BlackBerry Technical Support Services plan includes an onsite technician for a company 40 hours a week? (Choose one.) To see the Acronym list click the "Exhibit" button found at the bottom of the screen. **\*\*"Exhibit Missing\*\*"**

- A. Basic Support
- B. Standard Support
- C. Advantage Support
- D. Enhanced Support
- E. Elite Support
- F. Premium Support

**Answer: E**

**QUESTION: 110**

Why should BlackBerry Technical Support Service programs be mentioned to customers who purchase a BlackBerry Enterprise Solution? (Choose one.) To see the Acronym list click the "Exhibit" button found at the bottom of the screen. **\*\*"Exhibit Missing\*\*"**

- A. BlackBerry Technical Support Services provides support only for the BlackBerry smartphone
- B. BlackBerry Technical Support Services allows the customer to obtain support on the BlackBerry Enterprise Server but not on the BlackBerry smartphone.
- C. BlackBerry Technical Support Services provide the customer with technical support and free software upgrades but no BlackBerry smartphone support.
- D. BlackBerry Technical Support Services can provide customers with technical support, free software upgrades, certification vouchers and development support

**Answer: D**

**QUESTION: 111**

Where would you refer a customer in order to resolve a specific error message they have encountered in the BlackBerry Enterprise Server? (Choose one.) To see the Acronym list click the "Exhibit" button found at the bottom of the screen. **\*\*"Exhibit Missing\*\*"**

- A. BlackBerry Enterprise Server Administration Guide
- B. BlackBerry Enterprise Server Compatibility Matrix
- C. Help file in the BlackBerry Administration Service
- D. BlackBerry Enterprise Server Installation Guide
- E. BlackBerry Technical Solutions Centre

**Answer:** E

**QUESTION:** 112

A new customer is getting ready to install their first BlackBerry Enterprise Server and wants to ensure everything will go smoothly. Which two resources are available to them at no additional cost to aid in the installation? (Choose two.) To see the Acronym list click the "Exhibit" button found at the bottom of the screen. **\*\*"Exhibit Missing\*\***

- A. A complimentary installation support ticket with BlackBerry Technical Support Services
- B. Complimentary support through the service provider
- C. Installation videos and documentation on the BlackBerry Support website
- D. Local IT consultants to assist with the installation
- E. Installation support from the service provider's technical manager at RIM

**Answer:** A, C

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