

Certicom Toolkit Support and Product Maintenance

SUPPORT FOR BUSINESS OPERATIONS

Certicom recognizes the important role that our products play in our customers' operational environments. Certicom maintains a technical support staff that works closely with your development and support teams. Product maintenance is bundled with all Certicom Support plans, ensuring that fielded Certicom products are proactively kept up to date. Depending on level of support selected, product upgrades are also included, ensuring the availability of new releases conforming to Certicom's product roadmap.



STANDARD SUPPORT

Standard support is for toolkit customers with normal business operations that require standard 9 to 5 business hour support. Certicom standard support plans are ideal for customers that are using Certicom products in a development environment or in a deployed environment where product upgrades are not planned.



STANDARD PLUS UPGRADES SUPPORT

All the benefits of standard support, plus access to all product upgrades that are released by Certicom in accordance with our product roadmaps. This level is ideal for customers who need to ensure that their products conform to the latest versions of Certicom security protocols in conjunction with industry trends.



PREMIUM SUPPORT

Building on Standard, Premium Support is made available for organizations that have critical applications requiring 24x7 support to meet their business objectives. Premium Support is geared to help these customers achieve their product availability goals.



Benefits of Certicom Support Plans

- **Business operations are supported** with the appropriate level of urgency and technical competency.
- **Product updates and roadmap upgrades** are made available to ensure that your business operations will benefit from ongoing continuous improvements made to Certicom products over time.
- **Different plans available** to meet the needs of your business environment.



Support Plan Features

SUPPORT AND MAINTENANCE PLAN COMPARISON

	STANDARD 	STANDARD + UPGRADES 	PREMIUM 
Incident Reporting	Phone, Fax, Email	Phone, Fax, Email	Phone, Fax, Email, Pager
Support Hours	Standard Support Hours	Standard Support Hours	24x7x365
Updates	✓	✓	✓
Upgrades	Subscription customers only	✓	✓
Response Time*	4 business hours to 3 business days	4 business hours to 3 business days	1 business hour to 1 business days
Primary Callers	1	1	2


Severity Definitions:

1: Critical

Licensee business process is severely affected and there is no immediate workaround.

 2 Business Hours (Monday-Friday 9 to 5 EST)

 2 Business Hours (Monday-Friday 9 to 5 EST)


 1 Hour via Hot Line

2: Serious

Licensee business process is affected but a workaround exists.

 2 Business Hours (Monday-Friday 9 to 5 EST)

 2 Business Hours (Monday-Friday 9 to 5 EST)

 1 Hour via Hot Line

3: Medium

Licensee business process affected but there is no loss of functionality.

 1 Business Day

 1 Business Day

 2 Business Hours

4: Low

All other inquiries or requests including product enhancements and documentation error or information request.

 3 Business Days

 3 Business Days

 1 Business Day

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.



USA
 3600 Glen Canyon Rd., Suite 1
 Scotts Valley, CA 95066
 USA
 Tel: 1.831.438.4100
 Fax: 1.831.438.4111
 Sales: 1.800.561.6100
sales@certicom.com

Corporate Headquarters
 5520 Explorer Drive, 4th Floor
 Mississauga, ON L4W 5L1
 Canada
 Tel: 1.905.507.4220
 Toll Free: 1.800.561.6100
 (NA only)
info@certicom.com

Japan
 Research In Motion Japan Ltd.
 Nippon Brunswick, Building 7F
 5-27-7 Sendagaya, Shibuya-ku,
 Tokyo 151-0051, Japan
 Tel: 03 6367 3567
sales@certicom.com