

ATSS Specification and charges For BlackBerry

On Site Installation	Remote Installation
Cost: £1000	Cost: £350
Service Includes: <ul style="list-style-type: none"> • On Site installation, configuration and loading of software by a BlackBerry accredited engineer • Demonstration of Enterprise activation install and set up • Demonstrate configuring policies, adding users etc for up to 2 key personnel • Device user training – demonstrate how to use devices for half hour to 5 key personnel • The Genesis Engineer will spend up to one day on site during office hours* • Includes all Engineer costs e.g mileage etc. • Post install telephone support for the term of the contract during office hours* 	Service Includes: <ul style="list-style-type: none"> • Assisted configuration via telephone/VPN • Assistance with device configuration • Consultation if needed • Direct telephone support for up to 3 hours for the configuration of software and handsets • Post install telephone support for the term of the contract during office hours* • This will not involve a site visit

Engineer Health Check - Onsite Visit	Engineer Health Check - Remote
Cost: £950 Includes:	Cost: £350 Includes:
<ul style="list-style-type: none"> • This service is to be used where a customer is having problems with their existing BlackBerry service and wants an engineer to go to site to assess server/product issues etc. • Post install telephone support for the term of the contract during office hours* 	<ul style="list-style-type: none"> • This price is to be used where a customer is having problems with their service that they have set up themselves and wants an engineer to remotely log in to diagnose, assess logs etc. • Post install telephone support for the term of the contract during office hours*

Post install telephone support

The following is a guideline to the timescales we will endeavour to work to when responding to faults:

Priority Level	Response Time within	Progress updates to Customer no later than:
P1 - Mission Critical	1 hour from first notification of the problem	Every 1 hour from receipt of all relevant information
P2 – Severe Disruption	2 hours from first notification of the problem	Every 4 hours from receipt of all relevant information
P3 – Problematic	4 hours from first notification of the problem	Every 24 hours from receipt of all relevant information
P4 – Non Critical	24 hours from first notification of the problem	Every 24 hours from receipt of all relevant information
P5 - Information	24 hours from first notification of the problem	Every 48 hours from receipt of all relevant information

ATSS charging criteria:

1. Post install telephone support will be provided only for services installed by Genesis or where a customer has purchased an Engineers Health Check service. This will be specified in an agreement signed by the Genesis Engineer and the customer once install is complete.
2. For post install telephone support to commence BlackBerry Servers have to meet minimum specifications noted in the pre requisites. If changes are made or found post install and do not comply with the supported configuration, all SLA's are invalid and only best endeavours support can be provided or in most cases no support. We recommend that you either purchase an Engineer Onsite or Remote Health Check to verify the condition of your server as per outlined in the costs above. We will allow a maximum of 10 incidents every 30 days to be raised.
3. We support BlackBerry Enterprise Server (BES) as specified in the prerequisites. If customer installs BlackBerry Professional Software (BPS) we will provide support as long as it is installed on a separate server and meets the pre requisites. We cannot give support on BPS installed on an Exchange Server or Domain Controller. See point 10 for more details.
4. Post install telephone support covers any faults with the BlackBerry server with Exchange. We do not support use of Third party software or hardware such as Bluetooth headsets, GPS software etc. these should be referred to the manufacturer. Post install we do not provide normal BES Administration including addition of users, applying IT policies, Client Access License (CAL) or general Administration. Training will be provided at point of install but post install training will incur an extra cost which will be agreed with the customer on a case by case basis.
5. *Office hours are Monday-Friday 8am - 6pm
6. All prices exclude VAT
7. This support is limited to the BlackBerry RIM devices, we will not support BlackBerry Connect devices
8. If the pre-requisites are not met, Genesis will not be held responsible where the installation is affected and time is limited for training. Any return visit will be chargeable on a case by case basis.
9. The BlackBerry Pre-Requisite form will be provided by Genesis.
10. Prior to the installation of BPS, decisions as to how the software should be hosted must be made. Ideally, BPS should run on a dedicated Windows server. It is accepted that customers may not have multiple servers and are therefore unable to install the software on a dedicated machine. The software is designed to allow installation on an existing Exchange server which may double up as a Domain Controller. Installing BPS on such a server is possible, but it must be appreciated that doing so will impact service/performance and introduce an increased risk of failure. It is for the customer to decide which configuration is required. In the cases where BPS is not installed on a dedicated server we will use reasonable endeavours to provide telephone support for 5 working days following installation.