

# BlackBerry Service Update

## **Wednesday 12th October – 14:38**

We continue to work on clearing the message backlog in order to eliminate delays.

Thank you for your patience.

## **Wednesday 12th October – 9:45**

BlackBerry subscribers in the Americas may be experiencing inter-mittent service delays this morning. We are working to resolve the situation as quickly as possible ....

## **Wednesday 12th October – 12:00**

We know that many of you are still experiencing service problems.

The resolution of this service issue is our Number One priority right now and we are working night and day to restore all BlackBerry services to normal levels.

## **Tuesday 11th October - 21:30**

**The messaging and browsing delays that some of you are still experiencing were caused by a core switch failure within RIM's infrastructure.**

**Although the system is designed to**

**failover to a back-up switch, the failover did not function as previously tested.**

**As a result, a large backlog of data was generated and we are now working to clear that backlog and restore normal service as quickly as possible**

## **Tuesday 11th October - 16:00**

Some of you are experiencing messaging and browsing delays.

We are working to restore normal service as quickly as possible ...

## **Monday 10th October - 20:46**

Our sincere apologies to all of you ...

## **Monday 10th October - 15:00**

**We are currently working to resolve an issue impacting some of our BlackBerry customers in the Europe, Middle East and Africa region.**