

BlackBerry Internet Connectivity

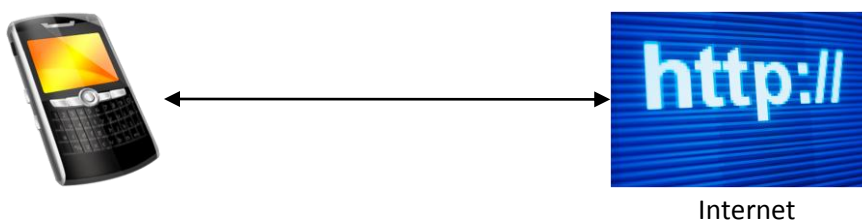
How It Works

Unlike other devices, BlackBerry handsets can connect to internet services in three different ways. Exactly which method your handset will use can depend on:

- Which version of the BlackBerry operating system your phone is running
- Your network operator
- Your company's IT policy (if the phone is provided by your employer)
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Direct Connection

Direct connection involves, as the name suggests, direct connection of the device to the internet, as happens with other, non-BlackBerry devices.

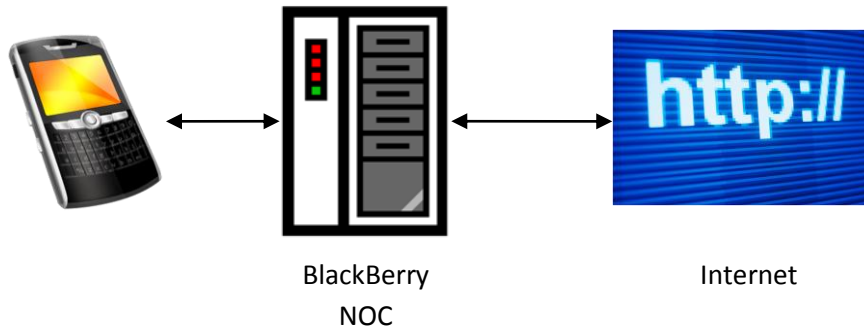


When using direct connection, access to WorkMobile™ services should work exactly as it does for other devices.



BlackBerry Internet Service

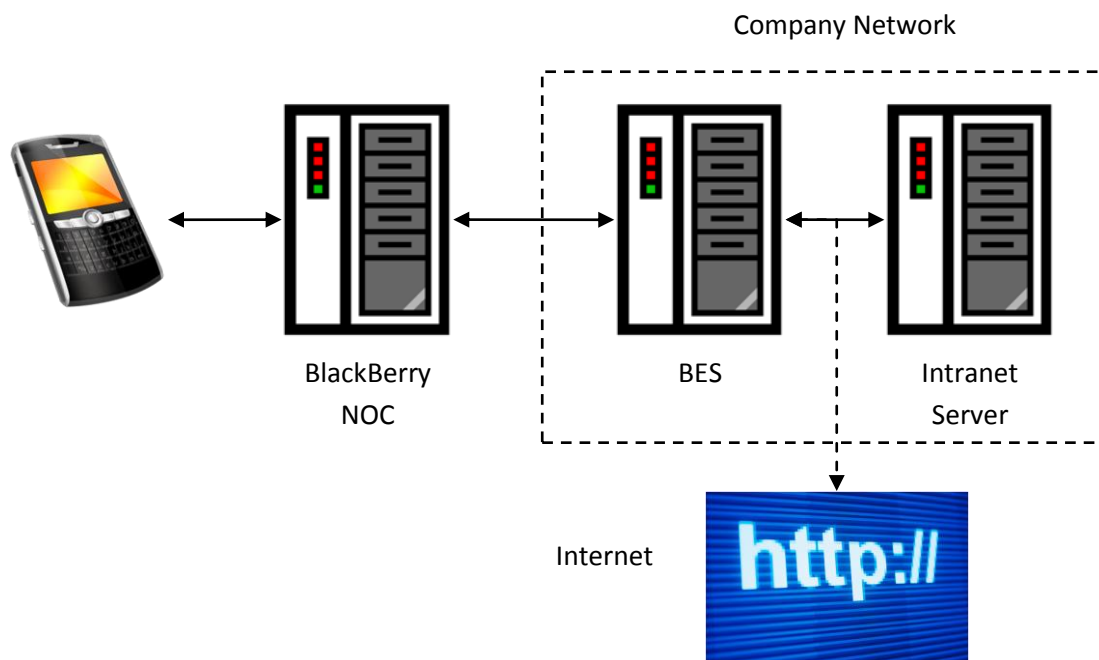
Using BIS, a BlackBerry device connects to internet services (such as web servers or email) via the BlackBerry Network Operations Centre.



BIS can reformat web pages and images, optimizing them for the handset. For example, it can shrink large images to fit the smaller device screen, reducing the amount of network bandwidth (and so, cost) of sending the data.

BIS connections are managed only by BlackBerry, so connection to WorkMobile™ should not be adversely affected.

BlackBerry Enterprise Server



BES is a BlackBerry software product that runs on a server in your company's network. Company BlackBerry devices connect to BES through the BlackBerry Network Operations Centre, which has a secure connection into your company's network. Once connected, the BlackBerry device can access private services inside the company's network. Any access to the internet is also provided through BES, allowing the same level of control over internet access as you can provide for desktop computers in the office.

A BES connection is also sometimes described as an MDS connection, referring to the BlackBerry Mobile Data Service product, which is a component of BES.

In some cases, BES might be hosted by a third-party who provides this service to your company.

When using BES, connection to the WorkMobile™ service must pass through your company's network, and is therefore subject to any access control policy set up by your company.

As well as connecting to the service, the BES access control policy might also restrict your ability to install software on your handset.

If you are unable to install or use the WorkMobile™ software, you may need to contact your IT department to ensure that access is not being blocked by their security policy.