

## **EXHIBIT A**

### **TECHNICAL REQUIREMENTS**

Service Provider, Applications, Content and Services must comply with these Technical Requirements, which may be modified by RIM from time to time. Terms that are not otherwise defined in these Technical Requirements are defined in the BlackBerry Push API Service Agreement.

1. Service Provider and Applications must properly handle error messages sent by RIM.
2. If Service Provider requires confirmation that Push Requests are handled and processed by Applications, Service Provider must implement such functionality independent of the Push API Service.
3. Service Provider shall only submit Push Requests for end users that are entitled to receive or access Content and/or Services.
4. Service Provider must clearly notify end users in writing that use of Applications requires the BlackBerry Internet Service (BIS) Browser. The notification must be substantially similar to the following: "This application requires the BIS (BlackBerry Internet Service) Browser. Check with your service provider and/or administrator if the 'Internet Browser' option is available in your browser options."
5. Applications must clearly notify end users in writing, during the Application installation process and/or during startup of the Application, that the Application uses network services and therefore may incur additional network data charges, including additional charges when roaming. The notification must be substantially similar to the following: "This application uses network services and may incur additional network data charges (including additional charges when roaming)." Service Provider shall only register an Application and the associated Handheld Product with the Push API Service if the Service Provider has provided such notification to the end user in respect of such Application.
6. Service Provider must clearly notify end users in writing, during the Application installation process and/or during startup of the Application, of the amount of network services consumed by an Application.
7. Service Provider must immediately notify RIM when an end user installs a new version of an Application.
8. Service Provider will not transmit self-executing Applications in a Push Request or otherwise transmit self-executing Applications by means of the Push API Service.
9. If an end user installs the same Application on more than one Handheld Product, Service Provider must provide a mechanism to properly associate the Content and Services applicable to each instance of that Application with each applicable Handheld Product.

If the subscriber identity module (SIM) of an end user's Handheld Product has been replaced Service Provider shall immediately notify RIM and cease submitting Push

Requests by means of the Push API Service for that particular Handheld Product. Service Provider shall only submit additional Push Requests by means of the Push API Service for that particular Handheld Product if such end user has provided an industry leading standard secure means of authentication to Service Provider by means of the Application or otherwise.

10. Service Provider must provide a mechanism for end users to deregister with respect to Applications, Content and Services, by means of the applicable Application, and clearly notify end users in writing of such mechanism. Service Provider must immediately deregister a Subscriber and the associated Handheld Product(s) from the Push API Service with respect to an Application, Content and/or Service, as applicable, when an end user deregisters with respect to that Application, Content and/or Service, as applicable.
11. Service Provider must immediately notify RIM when an end user deregisters with respect to an Application, Content and/or Service, and shall immediately cease submitting Push Requests to RIM for that particular end user and all associated Handheld Products.
12. Service Provider must immediately notify RIM when an Application has been uninstalled from a Handheld Product, and shall immediately cease submitting Push Requests to RIM for that particular Handheld Product.