

(<http://www.blackberry.com>).

BlackBerry Seeks U.S., Canadian Review of False Reports on Return Rates

April 12, 2013

WATERLOO, ONTARIO--(April 12, 2013) - BlackBerry® (NASDAQ:BBRY)(TSX:BB), a world leader in mobile communications, today said it would seek Securities and Exchange Commission and Ontario Securities Commission review of a false and misleading report about retail return rates for the Company's new BlackBerry Z10 smartphone.

"Sales of the BlackBerry® Z10 are meeting expectations and the data we have collected from our retail and carrier partners demonstrates that customers are satisfied with their devices," said BlackBerry President and CEO Thorsten Heins. "Return rate statistics show that we are at or below our forecasts and right in line with the industry. To suggest otherwise is either a gross misreading of the data or a willful manipulation. Such a conclusion is absolutely without basis and BlackBerry will not leave it unchallenged."

BlackBerry and Verizon Wireless, the largest U.S. carrier, on Thursday refuted claims from research and investment firm Detwiler Fenton that BlackBerry Z10 devices were being returned in unusually high numbers. Detwiler Fenton refused to make either its report to investors or its methodology available to BlackBerry, even after the Company said the firm's findings were "absolutely false."

BlackBerry Chief Legal Officer Steve Zipperstein said: "These materially false and misleading comments about device return rates in the United States harm BlackBerry and our shareholders, and we call upon the appropriate authorities in Canada and the United States to conduct an immediate investigation. Everyone is entitled to their opinion about the merits of the many competing products in the smartphone industry, but when false statements of material fact are deliberately purveyed for the purpose of influencing the markets a red line has been crossed."

Zipperstein said BlackBerry would present its formal request to U.S. and Canadian regulators in the next several days.

About BlackBerry

A global leader in wireless innovation, BlackBerry® revolutionized the mobile industry when it was introduced in 1999. Today, BlackBerry aims to inspire the success of our millions of customers around the world by continuously pushing the boundaries of mobile experiences. Founded in 1984 and based in Waterloo, Ontario, BlackBerry operates offices in North

America, Europe, Asia Pacific and Latin America. BlackBerry is currently listed on the NASDAQ Stock Market (NASDAQ:BBRY) and the Toronto Stock Exchange (TSX:BB). For more information, visit www.blackberry.com (<http://www.blackberry.com>).

Forward-looking statements in this news release are made pursuant to the "safe harbor" provisions of the U.S. Private Securities Litigation Reform Act of 1995 and applicable Canadian securities laws. When used herein, words such as "expect", "anticipate", "estimate", "may", "will", "should", "intend," "believe", and similar expressions, are intended to identify forward-looking statements. Forward-looking statements are based on estimates and assumptions made by RIM in light of its experience and its perception of historical trends, current conditions and expected future developments, as well as other factors that RIM believes are appropriate in the circumstances. Many factors could cause RIM's actual results, performance or achievements to differ materially from those expressed or implied by the forward-looking statements, including those described in the "Risk Factors" section of RIM's Annual Information Form, which is included in its Annual Report on Form 40-F (copies of which filings may be obtained at www.sedar.com (<http://www.sedar.com/>) or www.sec.gov (<http://www.sec.gov/>)). These factors should be considered carefully, and readers should not place undue reliance on RIM's forward-looking statements. RIM has no intention and undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law.

BlackBerry, RIM, Research In Motion and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. All other brands, names and marks are the property of their respective owners. RIM is not responsible for any third party products or services.

Media Contact:
BlackBerry Media Relations
519-597-7273
mediarelations@blackberry.com

Investor Contact:
BlackBerry Investor Relations
519-888-7465
investor_relations@blackberry.com

[Back](#)

[Top](#)

Languages

[English \(https://www.blackberry.com/us/en/\)](https://www.blackberry.com/us/en/)

[German \(http://de.blackberry.com/\)](http://de.blackberry.com/)

[French \(http://global.blackberry.com/fr\)](http://global.blackberry.com/fr)

[Spanish \(http://global.blackberry.com/es\)](http://global.blackberry.com/es)

Arabic (<http://global.blackberry.com/ar>)

Indonesian (<http://id.blackberry.com/>)

Japanese (<http://jp.blackberry.com/>)

Chinese (<https://global.blackberry.com/zh>)

Corporate

Company (</us/en/company>)

Newsroom (</us/en/company/newsroom>)

Investors (</us/en/company/investors>)

Careers (<https://us.blackberry.com/company/careers>)

Leadership (</us/en/company/leadership>)

Corporate Responsibility (</us/en/company/corporate-responsibility-at-blackberry>)

Certifications (<https://us.blackberry.com/company/certifications>)

Customer Success (</us/en/customers/success-stories>)

Developers

Enterprise Platform & Apps (<https://developers.blackberry.com/>)

BlackBerry QNX Developer Network (<https://www.qnx.com/account/login.html?returnaddress=%2Fdownload%2Fgroup.html%3Fprogramid%3D29178>)

Blog

Inside BlackBerry (<https://blogs.blackberry.com/>)

Developers Blog (<http://devblog.blackberry.com/>)

Help Blog (<http://helpblog.blackberry.com/>)

Legal

Overview (</us/en/legal>)

Accessibility (</us/en/legal/accessibility>)

Patents (</us/en/legal/blackberry-virtual-patent-marking>)

Trademarks (</us/en/legal/trademarks>)

Privacy Policy (</us/en/legal/privacy-policy>)

© 2019 BlackBerry Limited. All rights reserved.

Contact Us (<https://us.blackberry.com/support>) | Support
(</content/blackberry-com/us/en/support>)



(<https://www.facebook.com/BlackBerry>)



(<https://twitter.com/BlackBerry>)



(<https://www.youtube.com/BlackBerry>)



(<https://www.instagram.com/BlackBerry>)