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Intro to Computers

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BlackBerry Blackout Still Unexplained

Source:

<http://www.cnn.com/2008/TECH/02/12/blackberry.outage.ap/index.html?iref=nextin>

Date: February 12, 2008

Author: The Associated Press

Write a brief summary of the main ideas of the article.

The BlackBerry smart phones had a blackout that caused “the second widespread service disruption in less than a year”. Right now, the company is still looking into what had caused it. The BlackBerry smart phone is becoming increasingly popular and it lets the users check email and also access other data. Many customers were mad about the blackout because they needed they had precious data and used their phone for their jobs such as in the business field. They were many complaints against the companies that carried the BlackBerry such as Verizon Wireless and AT&T. The company RIM, during the last incident of a blackout in April, didn’t tell the customers the customers about it until two days later to confirm the problem.

Explain why you agree or disagree with the major ideas presented in the article.

The major idea of this article is that companies should confirm the problem to its customers quickly without stalling. Also that RIM should take sole responsibility and access the problem quickly or customers will eventually leave them. I agree with this point because customers wouldn’t rely on you if they are always problems with the product. People will

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complain, and nag unless you do something quick. I would pretty mad if my phone stopped working when all my data was on it and I needed it for an emergency or my job relied on it.

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