

# Blackberry users complain of ongoing email delays

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"We're getting reports that some users are experiencing delays," the Canadian company said in a [tweet](#). "We're investigating and will update you ASAP (as soon as possible)."

RIM's network services for the popular [smartphone](#) were down intermittently for up to three days in October in [western Asia](#), the Middle East, Africa, Europe, and North and South America.

RIM blamed the failure of a "core switch" at a facility in Europe as well as a backup mechanism for the initial problem, knocking out emails and messaging for users.

The problems cascaded as emails backed up at the company's server hubs.

RIM has set out to make amends with customers by offering \$100 worth of premium applications such as games and hands-free operating programs.

Meanwhile, lawsuits in the United States and Canada were filed seeking class action status to represent all BlackBerry users in the respective countries and call for RIM to pay unspecified cash damages.

RIM's stock fell 3.11 percent Wednesday in Toronto to CAN\$18.14 (US\$17.74).

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