



BlackBerry Technical Support Services

Program Description, November 23, 2018

BlackBerry Technical Support Services

Program Description (“Technical Support Services Program Description”)

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Introduction

This document describes the levels of BlackBerry Technical Support Services (BTSS), a service that provides organizations with direct access to the technical experts at BlackBerry in order to help achieve maximum uptime and stability of BlackBerry enterprise software. With a flexible choice of program levels and optional services designed to meet the needs of organizations - regardless of the size and complexity of your BlackBerry enterprise software deployment - there are Support and Services options that will help provide your organization with increased productivity. By subscribing to BlackBerry Technical Support Services, organizations may receive the following benefits:

- Manufacturer-based technical support that provides a single point of expert support for the entire BlackBerry enterprise software portfolio;
- Flexible and scalable support options that are designed to meet the evolving needs of organizations;
- Prioritization of High Severity issues ahead of non-High Severity issues, to ensure issues with critical business impact are addressed as quickly as possible.
- BlackBerry Software Assurance, which provides Upgrade and/or Update rights for your perpetual and/or active subscription Client Access Licenses ([See Annex 3](#))
- Administrator Support for a wide range of BlackBerry enterprise software and services purchased, including but not limited to BlackBerry Enterprise Mobility Suites, BlackBerry Unified Endpoint Manager (BlackBerry UEM), BlackBerry Dynamics Secure Mobility Platform, BBM Enterprise, BlackBerry 2FA, BlackBerry Enterprise Identity and BlackBerry Workspaces.
- Access to myAccount, an online self-service area that features exclusive support resources and troubleshooting tools.

Note: Except as outlined in this document, each service offered within the BlackBerry Technical Support Services program will be delivered in English only.

Support Levels

The BlackBerry Technical Support Services program is divided into two distinct support levels – Advantage Support and Premium Support. To be eligible for BTSS customers must:

- Cover all software and licenses, subscriptions and value-added services on support. The customer cannot cover some software licenses, subscriptions and value-added services on support and go unsupported on others.
- Cover all software and licenses, subscriptions and value-added services consistently on the same level of support. For example, if a customer purchases Premium support for some software it must cover all software, subscriptions and value-added services at the Premium level.
- Customers must renew their support subscription on time to ensure there is no lapse in coverage. Should a lapse occur and the customer wishes to renew the coverage, except as otherwise stated herein, the new technical support subscription effective date will be the day following the original expiration date.
- Any new purchase of a perpetual license requires that the customer also purchase one-year of BTSS. For existing and active Technical Support customers, the Technical Support may be pro-rated to align to your then current BTSS term.



As a means to ensure that we provide the best support to our customers, BlackBerry offers Severity Based Routing, which enables us to manage and respond to your issues based on severity. Your high severity issues will be prioritized and you will be connected with an expert support representative helping to minimize users' downtime. By submitting online through myAccount, you are able to provide key diagnostic data and details of your issue, enabling BlackBerry support to offer improved time to resolution, lessening the impact to your users. Customers always have the ability to override the suggested severity and set the severity of the issue based on the situation.

The following is a high level description of the support levels and a suggested customer profile for the primary audience at each support level.

Advantage Support

Customer Profile:

- BlackBerry Enterprise Mobility Suites, BlackBerry UEM, BlackBerry Dynamics Platform deployed.
- Typically, will have less than 1,000 mobile devices under management.
- Customers investing in Value Added Services, including but not limited to, BlackBerry Workspaces, BBM Enterprise, BlackBerry 2FA and BlackBerry Enterprise Identity.
- Security and productivity conscious.
- Enterprise software downtime could result in lost business opportunities and/or revenue.
- Mobile employees rely on their managed mobile device to effectively execute their day-to-day activities and drive business productivity.

Advantage Support provides Administrator access to technical support for customers who have a significant and/or growing number of managed mobile devices. Advantage Support is designed for small to medium sized organizations that require assistance with technical and/or configuration issues in a timely manner to help ensure their organization is not negatively impacted by downtime.

Technical incidents can be initiated through electronic submission in myAccount twenty-four (24) hours-a-day, seven (7) days-a-week, and three-hundred-and-sixty-five (365) days-a-year.

In addition to direct access to technical experts, Advantage Support customers may purchase certain preventative support features that will help meet their specific support needs. Customers at this level may use the self-service tools and technical documentation within the myAccount portal to troubleshoot and validate common tasks and have access to relevant web based training.

Premium Support

Customer Profile:

- BlackBerry solution is a mission critical business application, where enterprise software or end user downtime has a high potential to result in lost business opportunities and/or revenue.
- Customers that have multiple technical environments that may include BlackBerry Enterprise Mobility Suites, BlackBerry UEM, BlackBerry Dynamics, and BlackBerry Workspaces deployed in one or more geographic locations.
- Require relationship-based services with designated account management resources as an option.
- Mobile employees rely extensively on their managed mobile devices to effectively execute their day-to-day activities and drive business productivity.

Premium Support provides enterprise grade, relationship-based services, for customers running a mission critical BlackBerry deployment. Customers at this level of support typically rely extensively on the BlackBerry enterprise solution and desire improved call routing to more experienced technical resources and improved response time targets. Premium Support offers 24x7 telephone access to our Direct Advanced Response Team (DART), a group of tier 3 technical experts with a broad knowledge of BlackBerry enterprise solution, and access to specific details about the customer's deployment.

These customers also would like the option for designated support resources, such as a Premium Service Manager (PSM), who will develop an understanding of the customer's business and help customers to advance their BlackBerry solution deployment, as a customer advocate. The inclusion of an annual BlackBerry® Training subsidy with the Premium Service Manager expands the scope of services customers may take advantage of within Premium Support.

Service Features

Coverage and Access

The methods of accessing the BlackBerry Technical Support team and expected response time² for incidents reported vary based on the level of support purchased and the Severity of the issue. All customers are encouraged to submit tickets electronically via myAccount, a one stop resource to track ticket status, see and provide updates for the ticket owner, leverage self-service options and view server status. During the ticket submission process customers will have the opportunity to set the severity of their issue.

Premium customers can initiate high severity tickets by telephone. In order for BlackBerry to investigate and initiate troubleshooting, the first level support Analyst will establish the nature and severity of the issue, advise of the contact call back time, and request supporting information and data as needed. For lower severity issues, you may be required to submit the support issue electronically in myAccount.



Advantage Support: Named Contacts can contact submit incidents electronically through the myAccount portal twenty-four (24) hours-a-day, seven (7) days a week³. High severity Service Requests submitted electronically will have a Response Time Target of two (2) hours.

Premium Support: Named Contacts can engage Level 3 BlackBerry Technical Support analysts via telephone or submit Service Requests electronically through the myAccount portal twenty-four (24) hours-a-day, seven (7) days a week³. High Severity tickets submitted via the telephone will be routed to the highly skilled technical experts on the Direct Advanced Response Team (DART) and will be given the highest priority in the telephone queue. High Severity Service Requests submitted via myAccount will have a Response Time Target of thirty (30) minutes. Medium and Low Severity tickets submitted via telephone will be routed to the first level support team for information gathering and assignment.

Direct Advanced Response Team

The Direct Advanced Response Team (DART) is a group of Tier 3 technical analysts that are focused on resolving issues for Premium Support customers.

Members of the DART team have the benefit of gaining a more in-depth understanding of the customer's technical environment. DART analysts are trained to address complex technical issues and strive to provide organizations with root cause analysis of technical issues in order to help alleviate issue reoccurrence. As a result, access to DART analysts may allow the IT resources within an organization to spend more time proactively planning and conducting maintenance of the BlackBerry solution, rather than troubleshooting issues.

Advantage Support: N/A

Premium Support: Include

Preventative Services

Premium Service Manager (PSM)

The Premium Service Manager (PSM) is a designated resource, assigned by BlackBerry to build an ongoing relationship with the customer's BlackBerry administration resources. The PSM will be the customer's internal advocate at BlackBerry, act as the first point of contact for escalations of support related issues and liaise with other BlackBerry teams on behalf of a customer where appropriate. The PSM will work to develop an understanding of the organization's BlackBerry deployment and business environment, so that they may proactively advise of upcoming software releases, applications, or known issues that may be of interest.

The PSM will be available from 8am to 5pm, Monday to Friday in a single time zone (as designated by the customer). The PSM will provide support outside of these hours on a best effort basis only.

Customers with global BlackBerry enterprise software deployments and multiple regional offices will have the option of purchasing additional Premium Service Manager(s) to handle their support needs in additional time zones.

Below is an overview of some of the common tasks that a PSM may perform while working with a customer:

Action	Frequency	Overview
Onsite Visit	Annually	The PSM will visit the customer's primary location annually.
Customized Reporting	Weekly	<p>The PSM will provide customized reports on a regular basis that may include:</p> <ul style="list-style-type: none"> • Open issues and Status • Closed cases • Pending software updates • Top server issues <p>The PSM will also provide a Quarterly Executive Summary outlining key details of the customer's support experience and service usage during the previous quarterly period. during the previous quarterly period.</p>
Ongoing Communication	Weekly	The PSM will arrange regular conference calls to review reports and provide proactive technical notifications as they become available. These calls will be scheduled during the PSM's hours of availability.
Issue Escalation	As necessary	The PSM is responsible for tracking and managing the customer's technical escalations.
Customer Advocate	As necessary	The PSM will act as a point of contact to help connect the customer with other internal BlackBerry resources as needed.
Support Systems & Resource Overview	As necessary	The PSM will provide an overview of the support tools and resources available to the customer.
BlackBerry® Infrastructure Bridge ⁴	As necessary	The PSM will provide details about an open conference bridge in the event of a Critical incident (as defined in the Response and Escalation Policy section below) within the BlackBerry Infrastructure.

BETA Enrollment⁴
Assistance

As necessary

The PSM will work with the Sales and BETA teams at BlackBerry and assist a customer in their efforts to enroll in these programs

Also included with the PSM service is an annual Training subsidy for one instructor-led training engagement. This Training subsidy provides up to \$7500 USD per Support Contract-annum to help fund the Training offers of your choice. Click [here](#) to review BlackBerry's training offerings.

Advantage Support: N/A

Premium Support: Optional

- The Premium Service Manager is a paid service for customers with fewer than 7500 total Premium level subscription licenses and/or the customer has fewer than 7500 Premium level support subscriptions for its perpetual licenses. Once a customer reaches an aggregated total of 7500 Premium level subscription licenses and/or 7500 Premium level perpetual technical support subscriptions, the PSM is available at no additional cost.

Tech-to-Site Assistance (Per Incident)

Organizations may purchase the option to have a senior member of the BlackBerry Technical Support team dispatched to their location in the event of a technical issue or planned system change on a per incident basis. When an organization has purchased Tech-to-Site Assistance^{5 6}, BlackBerry will arrange for a BlackBerry Technical Support team member to depart for the customer's location within forty-eight (48) hours of the customer requesting Tech-to-Site Assistance.

For a more detailed services description of Tech-to-Site Assistance, [see Annex 2](#)

Advantage Support: Option

Premium Support: Option

Direct Enterprise Connection (DEC) for BES5

DEC^{5 6 8} provides an alternative to the Internet connection between a client BlackBerry Enterprise Server (BES) v5.x environment and the BlackBerry Infrastructure by leveraging a customer-initiated Multiprotocol Label Switching (MPLS) connection⁸. This connectivity lets a customer bypass the Internet and access a designated pool of bandwidth instead of a shared general pool. Under this service offering, BlackBerry will monitor customer's MPLS connection to the BlackBerry Infrastructure, which will enable BlackBerry Technical Support Services team to identify potential issues/outages with the customer's MPLS connection, and if appropriate, alert the customer with such issues and assist the customer with investigating and resolving if such issues are related to the BlackBerry network.

For a more detailed services description of DEC, [see Annex 1](#)

Advantage Support: N/A

Premium Support: Option⁶

Additional Program Features

myAccount Portal

The myAccount portal is a secure online resource center available to customers with a BlackBerry Technical Support Services subscription. myAccount requires a unique login and password which will be provided to each Named Contact (as defined within this document) when BTSS is purchased. Log in details will be provided to each identified Named Contact via email.

The myAccount portal provides access to self-service tools and resources to help troubleshoot common issues. This includes access to the BlackBerry Technical Solution Center, software documentation, product tutorials and archived BlackBerry Technical webcasts. In addition, Named Contacts may access the following tools:

- Create Service Requests – Tickets submitted electronically (in myAccount), bypass the triage team. During the ticket submission process, you will have the opportunity to set the severity of your issue and you will be notified of the Response Time Target.
- Manage Service Requests – In addition to creating requests, Named Contacts may view, and add comments to open service requests associated with their support subscription.
- View Support Subscription Details – Named Contacts may view details about their organization's support subscriptions and gain access to subscription expiry dates, a list of Named Contacts active on the subscription, and a link to the BlackBerry Technical Support Services Welcome Package, which is an initial package that a customer receives describing all subscription features.

BlackBerry appreciates the value of our customers being educated and knowledgeable about the BlackBerry enterprise software they manage and support. Named Contacts will gain access to web based training modules within the myAccount Portal. The web based training modules will be tailored to BlackBerry software components covered under the BlackBerry Technical Support Services subscription.

Click [here](#) to review BlackBerry's training offerings.

Advantage Support: Included

Premium Support: Included

BlackBerry Software Assurance

BlackBerry Software Assurance¹ provides Upgrade and Update rights for BlackBerry Software, allowing customers with perpetual or active subscription licenses to ensure they have continuous access to the latest features and functionality. BlackBerry Software Assurance allows you to upgrade and update perpetual Client Access Licenses to work on new versions of BlackBerry Software as they become available during your BTSS subscription term.

An Upgrade is a new major version release of the covered software that provides functional enhancements at the platform-level which materially advance the software's capabilities. Upgrades will typically be identified by a change in the first version number of the software (e.g. BES 10.x to BlackBerry UEM 12.x).



An Update is a minor release that provides new and/or additional features or functionality. Updates will typically be identified by a change in the second version number of the software (e.g. BES 12.4 to BES 12.5). An Update may also be referred to as a “Feature Release” or “Service Pack”.

New Product Releases are not included in BlackBerry Software Assurance. A New Product Release is a software release that contains new features or substantial additional functionality, which BlackBerry may determine in its sole discretion, is subject to additional license fees or terms (“**New Releases**”).

Advantage Support: Included

Premium Support: Included

For a more detailed services description of BlackBerry Software Assurance, [see Annex 3](#)

BlackBerry Infrastructure Status Tool

Customers may log in to the myAccount Portal to access a tool that is designed to show the status of the BlackBerry Infrastructure. This tool may assist Named Contacts in proactively identifying whether an issue they are experiencing is the result of problems in their technical environment, or could be as a result of problems being experienced with the BlackBerry Infrastructure³.

Premium Support subscribers also gain access to view the details and status of any events related to the BlackBerry Infrastructure. The details consist of incident and change notifications, such as the time and date of planned BlackBerry Infrastructure maintenance. The details may also include impact statements outlining the potential customer impact during an event.

Advantage Support: View status indicator for the BlackBerry Infrastructure.

Premium Support: View status indicator and details of planned and/or unplanned events for the BlackBerry Infrastructure. Proactive engagement from PSM in the event of an unplanned network related event that may be customer impacting.

BlackBerry Technical Webcast Series

Technically focused webcasts provide Named Contacts (as defined below) with information and workarounds to help proactively diagnose common technical scenarios. A senior member of the BlackBerry Technical Support team will walk participants through an in-depth presentation focusing on one specific issue or scenario relating to the BlackBerry solution, with a live question and answer period conducted with the presenter after the presentation.

Advantage Support: Included

Premium Support: Included



BlackBerry Solve eNewsletter

Each month Named Contacts will be sent BlackBerry® Solve, an electronic newsletter that aims to communicate technical information such as fixes and workarounds for common technical issues. BlackBerry Solve is created by members of the BlackBerry Technical Support team, who share their knowledge on how to diagnose and troubleshoot issues that they handle on a regular basis with customers.

Advantage Support: Included

Premium Support: Included

Named Contacts

Customers can designate a certain number of individuals, based on subscription level, to submit technical support incidents to BlackBerry and to have full access to the myAccount Portal. Examples of Named Contacts may include IT Managers, BlackBerry enterprise software Administrators, Telephony Managers and Help Desk staff members who are responsible for helping manage the BlackBerry solution. It is important to note that Named Contacts cannot transfer end users to BlackBerry Technical Support.

BlackBerry may send periodic notifications to each Named Contact using the contact information provided during enrolment. Such notices may include, but are not limited to, program changes, software release notifications, product newsletters, surveys, webcast invites and BlackBerry solution offers. Named Contacts may indicate at any time that they no longer wish to receive such notices.

Advantage Support: 5 included; Option to purchase more

Premium Support: 25 included; Option to purchase more

Note: Additional charges may apply should individuals from your organization who are not listed as Named Contacts contact the BlackBerry Technical Support team using your BlackBerry Technical Support Services code.

BlackBerry Technical Support Services Comparison Chart

Service Features

Features	Advantage Support	Premium Support
Coverage and Access	24/7/365 incident submission to Level 1 Associates via myAccount ³	24/7/365 incident submission to Level 3 Analysts in DART via Telephone and/or myAccount ³
Direct Advanced Response Team (DART)	N/A	Included

Preventative Services

Features	Advantage Support	Premium Support
Premium Service Manager (PSM) -Includes up to \$7500 (USD) Training subsidy per annum	N/A	Option
Direct Enterprise Connection ^{5,6,8} for BES5	N/A	Option
Tech-to-Site Assistance ^{5,6}	Option	Option
myAccount Portal	Included	Included

Additional Features

Features	Advantage Support	Premium Support
BlackBerry Technical Webcast Series	Included	Included
BlackBerry Infrastructure Status and Notifications ⁴	View status in myAccount	View status and event details in myAccount. Proactive notification via PSM
BlackBerry Technical Webcast Series	Included	Included
BlackBerry Solve eNewsletter	Included	Included
Named Contacts	5	25

Response and Escalation Policy

Process

When organizations contact the BlackBerry Technical Support team, a support ticket is initiated. Each support ticket is assigned a unique support ticket number which the BlackBerry Technical Support team uses to track the issue from initiation to resolution. The support ticket number will be provided either at the end of a call with a BlackBerry Technical Support representative or via an automated email message receipt when contacting BlackBerry Technical Support through the myAccount Portal. Organizations must refer to this support ticket number for all communications relating to that specific issue.

Problem Definition & Response Time Targets

All requests for support are initially deemed to be 'problems' by the BlackBerry Technical Support team. When a problem is reported, organizations indicate its impact to their organization in an attempt to assist the assigned BlackBerry Technical Support representative to classify the problem's severity.

Problem classifications are outlined in the table below:

Severity	Definition	Response Time Targets
<p>High Critical business impact</p>	<p>A High incident is defined as a problem that causes a total loss of service for which no procedural workaround exists. This problem is critical to your organization's ability to conduct business, and may affect either the BlackBerry Software or a majority of the deployed smartphones.</p> <p>Note: BlackBerry support teams are paged twenty-four (24) hours a day, seven (7) days a week for critical problems; Customers must agree to be available for engagement 24x7 until relief has been provided.</p>	<p>Advantage Electronic: 2 hours</p> <p>Premium Phone: Immediate Electronic: 30 minutes</p>
<p>Medium Moderate business impact</p>	<p>A Medium incident is defined as a problem that has slightly compromised the ability of a customer to conduct business. The customer can continue to conduct business and productivity loss is minor. The situation may be temporarily circumvented with an established work-around.</p>	<p>Advantage Electronic: 8 hours</p> <p>Premium Phone and Electronic: 2 hours</p>
<p>Low Nominal business impact</p>	<p>A Low incident is defined as a problem that does not compromise the ability of a customer to conduct business. This may include a request for service, enhancement, or "how to" request. There is little to no risk of customer impact.</p>	<p>Advantage Electronic: Next Business Day</p> <p>Premium Phone and Electronic: Next Business Day</p>

Note: Severity classifications may be updated during the lifecycle of a problem if the impact to the customer changes.

Note: The foregoing response times are estimates only and shall not be considered a representation or warranty under any agreement the customer may have with BlackBerry including the Business Services by BlackBerry terms or this Technical Support Services Program Description.

Software Support Lifecycle

Organizations are encouraged to upgrade to the most recent software versions of each component of BlackBerry enterprise software. When organizations install software upgrades or updates, they are able to take advantage of the latest productivity-enhancing administration features.

To achieve a high level of support excellence, BlackBerry limits the number of software versions for any component of the BlackBerry Enterprise Solution that will be supported through BlackBerry Technical Support Services. The following policies determine whether a version is supported:

- Support is offered for the current shipping version of any software element of the BlackBerry Enterprise Solution when it operates in a supported configuration;
- Support is generally offered for the previous software release for a period of twelve (12) months after the release of the current shipping version. When product problems are encountered in previous releases, an upgrade to the current shipping software release may be necessary in order to fix the problem; and
- Software Updates and hotfixes are generally produced for the current shipping version only. The creation of Software Updates and hotfixes for previous versions may be evaluated by BlackBerry on a case-by-case basis.

BlackBerry Technical Support uses a Software Support Lifecycle to determine which BlackBerry enterprise software versions are eligible for support. Please visit the following website to view product support timelines for all BlackBerry Software: [BlackBerry Software Support Lifecycle](#)

Note: Once a version of software is no longer covered as part of the Software Support Lifecycle, no software patches, fixes or workarounds will be generated to resolve the issue. If an issue cannot be resolved without one of these steps, an upgrade to a supported software version will be required in order for any additional troubleshooting to take place. Additional charges may apply. [See Annex 3.](#)

Customer Responsibilities

After the Level 1 Support team has determined the nature of your issue, to effectively troubleshoot and resolve a problem, BlackBerry may require customers to provide records, such as log files or configuration files. If the requested information is not provided, it may impede BlackBerry's ability to address the reported problem within the specified Response Time Targets or at all.

It is assumed that individuals involved in support of the BlackBerry enterprise software products and systems at the customer's location(s) are familiar with the processes outlined in this plan. It is also assumed that these individuals have received the required user training on any BlackBerry enterprise software product or system they are supporting.

Examples of customer responsibility for support and system maintenance include but are not limited to the following:

- Daily/weekly operator preventive maintenance tasks.
- Providing BlackBerry with accurate information about systems and software being operated in order to allow accurate and efficient troubleshooting of submitted incidents.
- Providing BlackBerry with a current list of all BlackBerry solution SRP IDs to be supported on the subscription.
- To ensure that Named Contacts associated with an account are verified on a regular basis and any changes to assigned Named Contacts is communicated to BlackBerry.
- Site preparation and related environmental requirements.
- User privileges.
- Data loading procedures.
- Maintenance of a centralized reference library for related product and system documentation.
- Archive, back-up, recovery, and periodic testing plans.
- Assisting BlackBerry to research and verify compatibility of recommended software patches.
- Perform basic, initial problem isolation and identification before reporting an incident to BlackBerry Technical Support.
- Participate in evaluating problem escalation priorities, when necessary.
- Coordinate, facilitate, and participate in periodic support reviews and technology meetings.
- Support of products not supported by BlackBerry.
- Schedule change implementation activity.
- Review system change activity prior to implementation.
- Provide facilities outside the production environment to test changes before implementation.
- Ownership of approval to change to the system.
- Verification of functionality after a change to the system.

Out of Scope Services

Services that are not described within a customer's designated support level as outlined above, are outside the scope of BlackBerry Technical Support Services and are chargeable to the customer on a per occurrence basis, at then-current rates. If a customer requests any of these services, BlackBerry Technical Support will inform the customer, in advance of the service being rendered, that it may be subject to additional charges. Examples of services not covered by BlackBerry Technical Support Services include, but are not limited to the following:

- Software reloads for any component of the BlackBerry solution and restoring software to an operational level as defined in the product specifications.
- Support when a virus is detected on customer's systems - BlackBerry assumes no responsibility for data loss when asked to assist customer with the cleaning of a virus.
- Mobility Strategy planning services.
- Planning services for installations, upgrades, or migrations.
- Deployment services for installations, upgrades, or migrations.
- Staff Augmentation services.
- Disaster Recovery or High Availability planning, or implementation services.
- End user rollout and communications strategies and documentation
- Security Consulting services.
- Product Validation Services to ensure your newly deployed BlackBerry Software Platform is functioning to design and meeting your users' mobility needs.
- Environment Health Check services.
- System administrator functions that are the customer's responsibility including, but not limited to:
 - Installation/configuration/testing/tuning of third-party non-factory installed applications, components or products.
 - Backup and restoration of customer's system(s) and related data.
 - Management of customer-tailored parameters.
 - Creation/modification of scripts that are unique to the customer's environment.
- Product training including customized operational/technical procedures.
- Custom programming or custom application development for customer.
- Developer focused SDK consulting, or education
- Services relating to application software support, database implementation, population, and administration, execution of data loading procedures, data archiving and recovery.
- Service issues resulting from the following causes:
 - customer or any third party's negligence, misuse, or abuse;
 - failure to operate equipment in accordance with BlackBerry's recommended specifications;
 - failure to perform regular preventive maintenance activities; Product training including customized operational/technical procedures.
 - acts of third parties;
 - improper implementation or operation of software; and
 - failure to perform those actions as prescribed by BlackBerry during technical troubleshooting.
- Services issues related to unsupported products, once the cause has been isolated to the unsupported product and communicated to the customer.
- BlackBerry Technical Support Services does not cover issues with customer networks, third party software solutions or hardware issues.
- Offering support directly to end users who are not Named Contacts. Only Named Contacts may Interact with BlackBerry Technical Support.

Annexes

ANNEX 1 TO THE TECHNICAL SUPPORT SERVICES PROGRAM DESCRIPTION

Annex 1: Direct Enterprise Connection

During the term of the Technical Support Terms, BlackBerry will provide Direct Enterprise Connection Services as further described below (“DEC Services”) to customers who have executed the applicable Direct Enterprise Connection Addendum to the Business Services by BlackBerry Terms.

1. DEC Services

Upon the DEC Effective Date (as such term is described in the applicable Direct Enterprise Connection Addendum to the Business Services by BlackBerry Terms), BlackBerry will provide the following DEC Services:

- a) Permit the connection of customer’s BlackBerry UEM to the BlackBerry network by providing customer’s MPLS Service Provider with access to the BlackBerry network for customer’s MPLS Connection;
- b) Monitor customer’s MPLS Connection to the BlackBerry network, including monitoring the state of customer’s MPLS Connection to the BlackBerry network (“Monitored Items”). Monitored Items are measured via BlackBerry network components that are sampled every fifteen (15) seconds at the BlackBerry-managed side of the MPLS Connection endpoint on the BlackBerry network;
- c) Alert customer to any issues related to customer’s MPLS Connection to the BlackBerry network and provide technical support to assist with such issues including investigating and resolving issues related to the BlackBerry pursuant to the Technical Support Terms and, if no issues are found regarding the BlackBerry network, notify customer of possible issues related to customer’s MPLS Connection or customer’s BlackBerry UEM. Technical Support services for customer’s BlackBerry enterprise software will be governed by the Technical Support Terms; and
- d) Pursuant to subsection 1(b) above, BlackBerry will identify outages of customer’s MPLS Connection to the BlackBerry network and initiate, within thirty (30) minutes of detecting an outage, an investigation into such outage. Depending on the outcome of BlackBerry’s investigation into an outage, BlackBerry may, in its sole discretion, notify customer and initiate a support ticket to troubleshoot such outage and assist customer in resolving same.

DEC Services will only cover a BES that customer has provided the necessary technical information for in accordance with BlackBerry’s “DEC Technical Checklist” as described in Section 3 (Customer’s Responsibilities) below.

2. Out of Scope

BlackBerry will not provide support with respect to, and will not be responsible for, customer's MPLS Connection, including any services related thereto, including but not limited to the following: customer's connectivity to the MPLS network; installation, configuration and maintenance of customer's MPLS Connection from customer's BlackBerry UEM into, but not including, the BlackBerry-managed port for the MPLS Connection to the BlackBerry network; voice or data transport across the MPLS network; MPLS network availability, usage monitoring and reporting in connection with such MPLS Connection; and technical support related to such MPLS Connection (including any hardware, software, technology or equipment related thereto). BlackBerry does not provide any hardware, software, technology or equipment related to MPLS. BlackBerry may, at its sole discretion, furnish information regarding customer's MPLS Connection to the BlackBerry network for customer to resolve issues related to customer's MPLS Connection.

CUSTOMER ACKNOWLEDGES AND AGREES THAT BLACKBERRY HAS NO CONTROL OVER CUSTOMER'S MPLS CONNECTION OR ANY SERVICES PROVIDED BY CUSTOMER'S MPLS SERVICE PROVIDER. BLACKBERRY MAKES NO REPRESENTATIONS, WARRANTIES, OR CONDITIONS WHATSOEVER EITHER EXPRESS OR IMPLIED ABOUT CUSTOMER'S MPLS CONNECTION OR CUSTOMER'S MPLS SERVICE PROVIDER.

3. Customer's Responsibilities

In addition to complying with customer's obligations as set forth in the Business Services by BlackBerry Terms, customer will be further responsible for the following:

- a) Maintaining an MPLS Connection from customer's BlackBerry UEM into, but not including, the BlackBerry-managed port for the MPLS Connection to the BlackBerry network;
- b) Completing BlackBerry's "DEC Technical Checklist" to provide BlackBerry with all the technical information BlackBerry requires in order to provide DEC Services to customer; and
- c) Completing configuration instructions as provided by BlackBerry.

ANNEX 2 TO THE TECHNICAL SUPPORT SERVICES PROGRAM DESCRIPTION

Annex 2: Tech-to-Site Assistance (Per Incident)

During the term of the Business Services by BlackBerry Terms, a customer may purchase Tech-To-Site Assistance services as further described below on a per incident basis (“TTS Services”) for a Technical Issue (as defined herein) and the TTS Services will be delivered to the customer by a BlackBerry resource (the “BlackBerry Resource”) onsite at the customer’s location indicated in the Services Request Form (“SRF”), a copy of which is attached to the applicable Tech-to-Site Addendum to the Business Services by BlackBerry Terms and also available at <URL to SRF>. In order to purchase TTS Services, customer must execute a Tech-To-Site Assistance (Per Incident) Addendum to the Technical Support Terms (including the SRF) and BlackBerry must approve the SRF. Each SRF approved and accepted by BlackBerry shall be deemed to be a schedule to and form a part of the customer’s Business Services by BlackBerry Terms (“Approved SRF”).

1. Technical Issue Definition and Scope of Tech-to-Site Services

a) Technical Issue and Submission Process

- i) A “Technical Issue” shall be as described in each Approved SRF. Technical Issues are specifically limited to BlackBerry Software as defined in the Technical Support Terms. For clarity BlackBerry Software shall not include any Third Party Software, as defined in the Technical Support Terms. The customer is required to submit to BlackBerry, for BlackBerry’s review, a separate SRF for each Technical Issue.
- ii) BlackBerry reserves the right to review and accept each submitted SRF to determine, at BlackBerry’s sole discretion, whether the Technical Issue is covered under the Business Services by BlackBerry Terms and the Technical Support Services Program Description. A Technical Issue in an SRF that can be resolved remotely or that is not otherwise covered under the Business Services by BlackBerry Terms, the Program Description, or any applicable Addenda to the Technical Support Terms may be rejected by BlackBerry. If BlackBerry determines that the Technical Issue could be resolved remotely without dispatching a BlackBerry Resource, then BlackBerry may continue to troubleshoot the problem remotely and advise the customer as to what the issue may be and how it may be resolved.
- iii) If BlackBerry approves the SRF, BlackBerry will electronically contact the customer with the details of the Accepted SRF and to confirm the assignment and deployment of a BlackBerry Resource to the customer’s location.
- iv) BlackBerry will assign and deploy, at BlackBerry’s sole discretion, a BlackBerry Resource to the customer’s location as indicated in the Approved SRF to provide the TTS Services. The BlackBerry Resource will perform only the TTS Services to resolve the Technical Issue as stated in the Approved SRF and no other services will be provided by the BlackBerry Resource at the customer’s location.

- b) Scheduling of TTS Services
 - i) BlackBerry will dispatch a BlackBerry Resource within twenty-four (24) hours of BlackBerry's approval and acceptance of a SRF. Upon arrival in the city of the customer's location, the BlackBerry Resource will report directly to the customer's location. All travel arrangements, including transport to the customer's location will be arranged by BlackBerry.
 - ii) The BlackBerry Resource is limited to perform the TTS Services for a maximum of eight (8) hours within a twenty-four (24) hour period (a "Work Day"). The BlackBerry Resource will perform the TTS Services within as many Work Days as required in order to resolve the Technical Issue.
 - iii) The BlackBerry Resource is limited to performing the TTS Services as detailed in an Approved SRF. If the customer requires additional services, then the customer will have to submit a separate SRF for BlackBerry's review and approval.
- c) **TTS Services:** For each Approved SRF, BlackBerry will be responsible for (i) analyzing the Technical Issue; and (ii) using commercially reasonable efforts to resolve the Technical Issue. If it is determined, solely by BlackBerry at its discretion, that the Technical Issue cannot be resolved while onsite at the customer Location using commercially reasonable efforts or that the Technical Issue is an Out of Scope Issue, as defined below, the BlackBerry Resource will be authorized to end the applicable SRF.
- d) **Technical Issue Resolution:** The Technical Issue will be considered resolved, as determined by the BlackBerry Resource in their sole discretion, when the Technical Issue outlined in the applicable Approved SRF is no longer reproducible during the BlackBerry Resource's visit to the customer's location. Once the Technical Issue is deemed resolved at the BlackBerry Resource's discretion and the customer has provided a sign-off to the Approved SRF, the Approved SRF will be deemed completed and the BlackBerry Resource will no longer be available at the customer's location.

2. Out of Scope

The following are **NOT** included in the scope of the TTS Services:

- a) Physical contact and direct changes to the customer's messaging system servers;
- b) Physical contact and direct changes to the customer's BlackBerry Enterprise Solution environment;
- c) Physical contact and direct changes to the customer's existing or proposed network infrastructure;
- d) Software reloads and the restoration to product specifications of any component of the BlackBerry Enterprise Solution;
- e) Support when a virus is detected on the customer's systems;

- f) System administration functions including, but not limited to: (i) installation, configuration, testing of or tuning of any third-party applications, components or products; (ii) backup and restoration of the customer's systems and related data; (iii) management of custom parameters; and (iv) creation and modification of scripts that are unique to the customer's environment;
- g) Issues relating to third party software support, database implementation, population, and administration, execution of data loading procedures, data archiving and recovery, and assessment and testing services;
- h) Formal classroom training or product training (including customized operational or technical procedures);
- i) Custom application development;
- j) Services required due to the following causes: (i) a third-party's or the customer's negligence, misuse or abuse; (ii) failure to operate equipment and software in accordance with BlackBerry's recommended specifications; (iii) failure to perform regular preventive maintenance activities; (iv) any third-party acts or omissions; (v) improper implementation or operation of software; and (vi) failure to perform actions as prescribed by BlackBerry during technical troubleshooting;
- k) Issues related to unsupported products, once the cause is isolated to the unsupported product and communicated to the customer; and
- l) Issues related to the customer's network environments, third-party software or hardware (Collectively "Out of Scope Issues").

If a submitted SRF contains an Out of Scope Issue, then BlackBerry will reject the SRF. If a Technical Issue in an Approved SRF is determined to be an Out of Scope Issue by the BlackBerry Resource while at the customer's location, then the customer must provide a sign off for the Approved SRF and the BlackBerry Resource will not remain at the customer's location.

3. Customer's Responsibilities

- a) **Point of Contact:** The customer must designate personnel to act as the single point of contact for the BlackBerry Resource ("Customer's Contact") applicable to the Approved SRF. Customer's Contact will be responsible for, but not limited to, the following:
 - i) Be onsite at the customer's location at the time of the BlackBerry Resource's arrival;
 - ii) Provide the BlackBerry Resource with appropriate security clearance and credentials to work onsite at the customer's Location;
 - iii) Provide, as needed, any documentation, guidelines or policies, including but not limited to the customer's health and safety policies, for the BlackBerry Resource to review in order to be permitted to work onsite at the customer's location;

- iv) Be responsible for managing any of the customer's technical and business resources which may be necessary to resolve the Technical Issue; and
 - v) Have the authority to and provide sign-off on the Approved SRF, indicating that the customer agrees that the Technical Issue has been resolved. If the Customer's Contact is not available to sign-off, another of the customer's employees, who has the authority to do so, must sign on the Customer's Contact's behalf.
- b)** In addition to the customer's obligations as set forth in the Business Services by BlackBerry Terms, the customer will be further responsible for the following
- i) Provide, as needed, personnel knowledgeable in the customer's current systems;
 - ii) Provide the customer's business user representatives as required by BlackBerry;
 - iii) Provide visual access to necessary work site and systems;
 - iv) Provide access to other materials and resources relevant to the TTS Services as may be needed by BlackBerry;
 - v) Provide a suitable and safe work area space with desks, chairs, telephones and all other required equipment ("Work Space"). Such Work Space shall conform with all appropriate and applicable health and safety regulations;
 - vi) Provide LAN connections which enable access to the Internet for BlackBerry Resource;
 - vii) Assume responsibility for the management of all third party vendors; and
 - viii) Provide access with proper licenses to all necessary tools and third party products required by BlackBerry Resources to complete the assigned tasks.

4. Qualification of BlackBerry Resource

BlackBerry will provide a BlackBerry Resource to perform the TTS Services with the following experience:

- i. Experience troubleshooting the BlackBerry Enterprise Solution; and
- ii. Experience providing technical support to large corporate information technology (IT) departments.

ANNEX 3 TO THE TECHNICAL SUPPORT SERVICES PROGRAM DESCRIPTION

Annex 3: BlackBerry Software Assurance and Support

By purchasing BlackBerry Technical Support Services with coverage of perpetual Client Access Licenses, You are entitled to BlackBerry Software Assurance. BlackBerry Software Assurance is also included with active subscription licenses. BlackBerry Software Assurance and Support provides Upgrades and Updates, as well as any applicable network operation center services that BlackBerry provides, for the number of perpetual BlackBerry enterprise software licenses for which you have purchased coverage for, during the term of the Technical Support subscription or in the case of subscription licenses, the period for which the subscription runs, subject to the terms and conditions contained in this Annex.

An Upgrade is a new major version release of the covered software that provides functional enhancements at the platform-level which materially advance the software's capabilities. Upgrades will typically be identified by a change in the first version number of the software (e.g. BES 10.x to BlackBerry UEM 12.x). Please note, for certain BlackBerry Workspaces licenses, an Upgrade may require professional services performed by BlackBerry at an additional cost.

An Update is a minor release that provides new and/or additional features or functionality. Updates will typically be identified by a change in the second version number of the software (e.g. BlackBerry UEM 12.4 to BlackBerry UEM 12.5). An Update may also be referred to as a "Feature Release" or "Service Pack".

New Product Releases are not included in BlackBerry Software Assurance. A New Product Release is a software release that contains new features or substantial additional functionality, which BlackBerry may determine in its sole discretion, is subject to additional license fees or terms ("**New Product Releases**")

Upgrade and Update Availability

Upgrades and Updates will be available in BlackBerry's normal course of making such Upgrades and Updates generally available to the public; however, there is no assurance that BlackBerry will make any Upgrades or Updates available during the term of Your Subscription. BlackBerry Software Assurance is subject to the terms, conditions and limitations of the BlackBerry Solution License Agreement ("BBSLA") and any applicable Addenda or Amendment. Updates and Upgrades are licensed to You subject to the BBSLA and any applicable Addenda or Amendment. Any capitalized words not defined herein, have the meaning in the BBSLA or any applicable Addenda or Amendment.

Additional Terms, Conditions and Limitations

- 1) This Upgrade and Update Program only applies to valid BlackBerry enterprise solution perpetual and/or active subscription licenses and entitles You only to an Upgrade or Update for the specific product you have licensed. For example, a Silver perpetual CAL is eligible to be Upgraded to a Silver perpetual CAL, but not to other BlackBerry UEM perpetual licenses such as Gold - BlackBerry or Gold - Knox Work Space;
- 2) Upgrades and Updates, if any, will be made available electronically and will not be shipped on physical media;

- 3) Additionally, in order to receive BlackBerry Software Assurance benefits a customer must:
 - a) Cover all software and licenses, subscriptions and value-added services on support. The customer cannot cover some software licenses, subscriptions and value-added services on support and go unsupported on others. Note: support is included in the cost of a subscription based license.
 - b) Cover all software and licenses, subscriptions and value-added services consistently on the same level of support. For example, if a customer purchases Advantage support for some software it must cover all software, subscriptions and value-added services at the Advantage level.
 - c) Renew their support subscription for perpetual licenses on time to ensure there is no lapse in coverage. Should a lapse occur and the customer wishes to renew the coverage late, the new subscription effective date will be retroactive to the day following the original expiration date and payment for the entire period will be required.
- 4) If You own perpetual licenses that are not currently covered on a BlackBerry Technical Support subscription, and You wish to establish BlackBerry Software Assurance benefits, You must purchase BlackBerry Technical Support coverage for such licenses. Customers in this scenario will fall into one of two categories:
 - 1) Customer does not have an active BlackBerry Technical Support subscription. In this case, the annual subscription start date will be the most recent of:
 - a) The day after the last active BlackBerry Technical Support subscription expired
 - b) BES12 launch, November 13, 2014
 - c) The date the perpetual licenses were purchased
 - 2) Customer has an active BlackBerry Technical Support subscription. In this case, payment for coverage of additional perpetual licenses will be pro-rated based on the most recent of the below, until the customer's upcoming subscription expiry date:
 - a) BES12 launch, November 13, 2014
 - b) The date the perpetual licenses were purchased
- 5) If You own perpetual licenses that are not currently covered on a BlackBerry Technical Support subscription, and You wish to establish BlackBerry Software Assurance benefits, You must purchase BlackBerry Technical Support coverage for such licenses. Customers in this scenario will fall into one of two categories:
- 6) BlackBerry enterprise software and this Upgrade and Update Program are subject to BlackBerry's end of life policy found [here](#);
- 7) BlackBerry may refuse to provide You Upgrades and Updates and/or terminate Your Subscription if You fail to timely pay the fees, or are otherwise in breach of the Business Services by BlackBerry Terms or the terms contained herein or found in the BBSLA or its applicable Addenda or Amendment.



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¹ May be subject to additional fees

² The response times are estimates only and shall not be considered a representation or warranty under any agreement with BlackBerry including the Business Services by BlackBerry terms or this Technical Support Services Program Description.

³ Availability of myAccount may be restricted during maintenance and technical upgrades.

⁴ A valid Non-Disclosure Agreement is required between the customer and BlackBerry.

⁵ Service only offered where available.

⁶ A separate set of terms and conditions specific to the use of this service may need to be executed between the customer and BlackBerry.

⁷ Subject to availability

⁸ Customer is responsible for procuring the MPLS connection from a BlackBerry MPLS partner ("BlackBerry MPLS Partner" or "MPLS Service Provider").