



BlackBerry Partner Support Services

Program Description, August 2017



BlackBerry Partner Support Services (“BPSS”)

Program Description

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Introduction

BlackBerry® Partner Support Services provides BlackBerry Partners with direct from manufacturer technical support for issues with BlackBerry® software. The BlackBerry Partner Support Services program offers technical assistance based on the Partners support needs.

By joining the BlackBerry Partner Support Services program, Partners will be able to resell BlackBerry licenses, subscriptions, or suites with their own support and services bundled in. Partners will be responsible for Tier 0, 1 and 2 Support (see [Tier Definitions](#) below), including but not limited to receiving the first contact from the End Customer, confirming that the call is BlackBerry software related, and performing initial troubleshooting. If the Partner determines that the issue is Tier 3, the Partner may escalate the issue to BlackBerry in accordance with the procedures outlined in this Program Description. Additionally, by enrolling in BlackBerry Partner Support Services, the Partner's End Customer's with perpetual licenses will be entitled to Software Assurance, as long as all conditions of Software Assurance are met, per the below requirements. This enables Partners to provide their End Customers with a complete support and maintenance program and the ability to commercialize their offerings in accordance with the local customer demand and/or the Partner's competencies. When ordering support for their End Customer, Partners must:

- Cover all software and licenses, subscriptions, suites and value-added services for that customer on support. The Partner's End Customers cannot go unsupported on some software licenses, subscriptions, and suites;
- Cover all software and licenses, subscriptions, suites, and value-added services consistently on the same level of support. For example, if the Partner enrolls the End Customer at the BPSS Premium level (as defined below), it must cover all software at the BPSS Premium level;
- Partners are expected to renew their End Customer's support subscription on time to ensure there is no lapse in coverage. Should a lapse occur and the End Customer wishes to renew the coverage, the new subscription effective date will be the day following the original expiration date; and
- Any new purchase of a perpetual license requires that the End Customer purchase support coverage for at least one (1) year under a BlackBerry Partner Support Services or BlackBerry Technical Support Services subscription. For existing and active End Customers, the coverage under the BlackBerry Partner Support Services subscription can be pro-rated to align to the End Customer's then current support term.

It is BlackBerry's priority to work with highly qualified and strong performing Partners. As such, Partners must complete and maintain compliance with the program requirements at all times, as outlined in this Program Description. In order to participate in the program, all Partners must complete and maintain a unique set of requirements for each accredited product or suite which in turn will allow access to the BPSS or BPSS Premium licenses, subscriptions, or suites. A high-level overview of the requirements is set out below and will be discussed in detail later in this program description:

- Partner's Named Contacts must complete all training courses in the Accreditation Training Path applicable to the product or suite that the Partner intends to offer, before receiving access to BPSS SKUs for resale;
- Partner's Named Contacts are required to retrain and complete the relevant assessments for the most recent software versions every 24 months;
- Partners must set up and maintain a lab environment for every product that will be supported (at the latest version), which will be verified by BlackBerry.
- Partners must join and actively participate in the beta program for every product that they support; and
- Partners must fulfill certain system and support capabilities, such as offering telephone and electronic support and achieving certain customer satisfaction targets.

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

1.0 BPSS Support

When opening electronic support tickets for an End Customer that has BPSS coverage, tickets will be directed to the Direct to Level 3 Support Analysts team. A Level 3 Support Analyst will contact the Partner's Named Contact within the specified time frame indicated in the [Problem Definition](#) section

Severity	How To Open	Directed To
High	myAccount	Level 3
Medium	myAccount	Level 3
Low	myAccount	Level 3

1.1. Direct to Level 3 Support Resources

Level 3 support agents have extensive knowledge and are the most experienced BlackBerry Partner Support Services technical personnel trained to resolve complex technical support incidents. They are also trained to provide root cause analysis of technical support incidents to help alleviate issue re-occurrence.

2.0 BPSS Premium Support

When opening support tickets over the telephone for End Customers that have BPSS Premium coverage, the Partner's Named Contacts will be routed to BlackBerry's Level 3 support team for high severity issues. For medium and low severity issues, the Partner's Named Contacts will be routed to level 0 support who will triage the issues and establish the severity of the issue. A Level 3 Support Analyst will then contact the Partner's Named Contacts within the specified time frame indicated in the [Problem Definition](#) section. Upon contact, the Level 3 Support Analyst will provide continued troubleshooting and work with the Partner's Support Agent towards a resolution.

When opening support tickets via myAccount for an End Customer that has BPSS Premium coverage, these tickets will be directed to the Direct to Level 3 team. A Level 3 Support Analyst will then contact the Partner's Named Contacts within the specified time frame indicated in the [Problem Definition](#) section below.

Severity	How To Open	Directed To
High	Phone (recommend when there is significant user impact)	Level 3
	myAccount	Level 3
Medium	myAccount (recommended)	Level 3
	Phone	Level 3
Low	myAccount (recommended)	Level 3
	Phone	Level 3

2.1 Direct to Level Three Support Resources

Level 3 Support Analyst have extensive knowledge and are the most experienced BlackBerry Partner Support Services technical personnel trained to resolve complex technical support incidents. They are also trained to provide root cause analysis of technical support incidents to help alleviate issue reoccurrence.

2.2 When should a Partner consider offering BPSS Premium to an End Customer?

In some instances, Partners may offer tiered services, with increasing objectives and value-added services for greater End Customer satisfaction. Partners could choose this option of support for End Customers that are on the Partner's higher support tiers with large user bases. Partners should consider the strategic nature of the relationship with the End Customer, the service level objectives that the End Customer and Partner have agreed to, End Customer expectations, and whether or not the End Customer's deployment is mission or business critical. Partners must cover all licenses, subscriptions, or suites from each End Customer on a consistent level of support.

3.0 Descriptions of Support Features

3.1 Coverage and Access

Partners' Named Contacts may submit support tickets electronically via myAccount to BlackBerry's Partner Support Services team twenty-four (24) hours-a-day, seven (7) days a week. Please see the [Problem Definition](#) section below for the Service Level Objectives of each contact method.

As a means to ensure that BlackBerry provides the best support to our Partners, BlackBerry offers Severity Based Routing, which enables BlackBerry to manage and respond to issues based on their severity. Partners' most critical issues will be prioritized so that Partners are connected with a support representative, helping to minimize End Customer's downtime. Less critical issues will be routed to the Tier 0 level support team who will collect key background information. Partners will then be contacted at their convenience to work towards a solution. By collecting the diagnostic data, BlackBerry is able to strive to deliver faster time to resolution, lessening the impact to users. Partners always have the ability to override the suggested severity and set the severity of the issue based on the situation. This option is recommended when Partners have a customer on the phone with them.

BlackBerry Partner Support Services provides support for the products and services which the Partner has been qualified to support. In order to resell and support a specific product, service, or suite, the Partner must complete the Partner Support Requirements for that product, service, or suite as defined in the [Partner Responsibilities and Requirements](#) section.

3.2 Software Assurance

Software Assurance is a maintenance program that Partners can leverage to ensure that their End Customers with Perpetual Licenses always have access to the latest major version software upgrades available from BlackBerry. Complete details and the terms and conditions of Software Assurance are contained in [Annex 1](#).

In order to deliver Level 1 and Level 2 support to End Customers and escalate Direct to Level 3 incidents to BlackBerry, Partners must resell the required subscriptions, licenses, or suites to the End Customer which will include either BPSS or BPSS Premium per- license support fees. After the purchase, BlackBerry will entitle the End Customer to their licenses, subscriptions, or suites which the End Customer can locate in myAccount. Throughout the duration of the subscription, BlackBerry software upgrades will be available to the End Customer. End Customers must accept the BlackBerry Solution License Agreement and/or the Technical Support and Terms by BlackBerry (for support/professional services). BlackBerry will provide the licenses, subscriptions, suites, and software upgrades to the End Customer as long as their BlackBerry Partner Support Services subscription is valid.

In accordance with industry standards and Software Assurance requirements, End Customer are required to have a consistent entitlement to Software Assurance, which means continuous enrollment for the total number of subscriptions, licenses, and suites. Should a lapse occur or if there is a delay between the expiry date and the date by which the End Customer renews their subscription, the new subscription effective date will be the day following the original expiration date. It is recommended that Partners implement similar policies to ensure the BlackBerry Partner Support Services subscription dates and expectations align with the Partner's commercial offerings, subscription dates, and expectations. Upon enrolling in the BlackBerry Partner Support Services program, Partners will be entitled to their Partner specific features for a period of One (1) year. Upon adding End Customer entitlements to the BlackBerry Partner Support Services subscription, Partners will be entitled to service for those End Customers in accordance with the End Customer's specific subscription dates. End Customers will also be entitled to Software Assurance in accordance with the End Customer's specific subscription dates. The BlackBerry Partner Support Services subscription with BlackBerry will be automatically renewed to ensure that Partners do not experience service delays. Should a Partner wish to end their BlackBerry Partner Support Services subscription with BlackBerry, the Partner must notify BlackBerry Sixty (60) days prior to their subscription expiry date.

3.3 myAccount¹

The Partner Support Portal, myAccount, is a secure online resource center that provides Partners with access to self-service tools and resources to help troubleshoot common technical support issues. myAccount provides access to the BlackBerry® Technical Knowledge Center, software documentation, product tutorials and archived BlackBerry technical webcasts. myAccount is available exclusively to Partner Named Contacts which have completed and maintained the required accreditation. Tools that Named Contacts may access in myAccount include:

- Service Requests – used to create, view, establish severity, and add comments to open technical support tickets/incidents associated with the BlackBerry Partner Support Services subscription.
- BlackBerry Infrastructure Status and Notifications tool - a real time status indicator that shows the status of the BlackBerry® Infrastructure to assist Named Contacts in proactively identifying whether an issue they're experiencing is the result of problems in their own technical environment or a problem being experienced with the BlackBerry Infrastructure.
- Quarterly Ticket and Survey Report Upload Tool – enables Partners to easily and securely upload details on a quarterly basis about the BlackBerry Support tickets that they have managed for their End Customers, and any relevant Customer Satisfaction data associated with those tickets.
- Enterprise Activation Readiness – used to verify that a BlackBerry smartphone is ready for the enterprise activation process by running online tests. All that is required is a BlackBerry smartphone personal identification number (PIN), serial number, and email address.
- Server Management – BlackBerry Server Connection Status tool will tell Partners the connection status of a specific BlackBerry Enterprise Server. Partners will be able to view the connection of SRP IDs and re-enable disabled connections.

3.4 Named Contacts

Partner Support Services Professionals (Named Contacts) are the individuals that Partners designate to access myAccount and to submit technical support requests to the BlackBerry Partner Support Services team. Named Contacts typically include IT Managers, BlackBerry System Administrators and Help Desk staff members who are responsible for supporting or managing the BlackBerry Solution.

All of the Partner's Named Contacts must complete BlackBerry training and associated accreditations for the products, services, and suites the Partner wishes to resell and support prior to joining the BlackBerry Partner Support Services program. The training and Accreditation requirements are posted at www.blackberry.com/training. The training requirements will consist of several courses - some of which may be completed online, while others must be completed with one of BlackBerry's Authorized Training Partners at the Partner's own expense

Partners may either work with their respective BlackBerry Channel Account Managers or email blackberrytraining@blackberry.com to arrange the Instructor Led Training. The Partner's Named Contacts will receive an accreditation certificate once individuals have successfully completed all training and assessments. This accreditation is only valid until the date specified on the contract and must be renewed every 24 months.

After the initial training and accreditations are received, all Named Contacts must maintain accreditation to the latest version of software within four (4) months of release of new accreditation training. All accreditations are subject to delta training for major or product version releases.

In addition, Partner Support Services Professionals (Named Contacts) are required to re-take and pass accreditation exams every twenty-four (24) months.



Should the Named Contact fail to meet or maintain the training and accreditation requirements, BlackBerry will remove the Named Contact from the BlackBerry Partner Support Services subscription and the Named Contact will not be able to contact BlackBerry for support or have access to myAccount. If none of the Partner's Named Contacts are compliant with the training requirements, and the Partner is not actively working to cure, BlackBerry will remove the Partner from the BlackBerry Partner Support Program. If a Partner is removed from the Program, BlackBerry may engage the Partner's customers to enroll into the BlackBerry Technical Support Services program. It is the Partner's responsibility to stay up-to-date on the training and accreditation requirements.

BlackBerry also recommends that Named Contacts take training for all software releases as they become available, above and beyond the mandatory training outlined above. It is in the Named Contacts' best interest to review self-help content and training material provided by BlackBerry. This will help Named Contacts troubleshoot Tier 1 and 2 incidents and ensure that they only engage the appropriate Tier 3 incidents to BlackBerry (see tier definitions below).

Should a Partner wish to change or add new Named Contacts, the Partner must reach out to their BlackBerry Channel Account Manager. Only those Named Contacts who are current with their training and accreditation requirements will be added to ensure compliance with the program. Partners which are non-compliant run the risk of being removed from the BlackBerry Partner Support Services program. Named Contacts who have not completed the training and accreditation requirements and any support cases opened by the non-accredited Named Contacts may be charged at BlackBerry's then-current rates.

4.0 Optional Services

Optional services will be delivered to the Partner, not the Partners' End Customers.

4.1 Partner Premium- Premium Service Manager (PSM)

A Premium Service Manager (PSM) is a designated BlackBerry Partner Support team member assigned to Partners to build an ongoing relationship with Partners' Named Contacts. The PSM will be the Partner's internal advocate at BlackBerry, act as the first point of contact for engagements of support related issues and liaise with other BlackBerry teams on behalf of a Partner where appropriate. The PSM will work to develop an understanding of the Partner's BlackBerry business, 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 agreed to by the Partner and BlackBerry). The PSM will provide support outside of these hours on a best efforts basis only. Partners with multiple regional offices will have the option of purchasing an additional Premium Service Manager 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 Partner:

Action	Frequency	Overview
Onsite Visit	Annually	The PSM will visit the Partner'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"> • Partner Open issues and Status • Partner Closed cases • Pending software updates • Top issues <p>The PSM will also provide a Quarterly Executive Summary outlining key details of the Partner's support experience and service usage 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.
Compliance	Monthly or as required	The PSM will review the Partner's tickets, escalation rates, training completions and other program requirements to ensure that the Partner is compliant with the program requirements.
Issue Escalation	As necessary	The PSM is responsible for tracking and managing the Partner's technical escalations.
Partner Advocate	As necessary	The PSM will act as a point of contact to help connect the Partner 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 Partner.

5.0 Partner Responsibilities and Enrollment Requirements

5.1 Customer Support

The Partner is responsible for managing the End Customer relationship and taking all level 1 and level 2 calls from their End Customers. Partners are not to provide their End Customers with direct access to the BlackBerry Support team, however Partners may engage issues to BlackBerry while the End Customer is on the call with the Partner, as long as the Partner remains on the call for the duration of the engagement. If requested by BlackBerry, the Partner shall provide records, such as SRP IDs, log files or configuration files and may be required to arrange a conference call with the End Customer to aid BlackBerry in effectively troubleshooting and resolving support incidents.

The Partner is responsible for handling all support incidents except those that can be categorized as [Tier 3](#) incidents, and must reasonably troubleshoot issues to categorize them as Tier 3. To ensure the appropriate technical support incidents are engaged to BlackBerry, the Partner will ensure that only Partner Named Contacts engage BlackBerry support.

5.2 Systems and Information Technology

The Partner is required to maintain a customer satisfaction tracking solution for the support incidents and tickets that the Partner handles. Partners must send a customer satisfaction survey for technical support tickets. Partners must use a Zero (0) to Ten (10) tracking system to measure overall customer satisfaction. Partners must maintain a minimum of 80% overall customer satisfaction to stay enrolled in the program.

Additionally, the Partner is required to maintain an effective ticketing system, interactive voice response system, and electronic ticketing system, whereby their End Customers can submit support incidents. Partners will track End Customer level 1 and level 2 support tickets handled by the Partner and those engaged to BlackBerry. Partners may be asked to provide evidence of their tracking solutions and satisfaction survey during the onboarding to the BlackBerry Partner Support Services Program.

The Partner is required to set up and maintain a lab environment of the latest BlackBerry Software for which the Partner is supporting. The purpose of this is to ensure that the Partner has adequate experience working with the latest versions of BlackBerry Software and can leverage the lab environment for training and education purposes. The Partner may be asked to provide evidence of the maintained lab environment.

5.3 Beta Program Participation

The Partner is required to participate in the beta program for the products that they are supporting. In order to verify this information, Partners will be required to provide user IDs and other participant information including screenshots showing access to the BlackBerry beta site. The Partner must actively participate in the beta program for the most recent versions of software that the Partner is supporting.

5.4 Support Offers

As a member of the BlackBerry Partner Support Services program, Partners are required to provide their End Customers with access to their Help Desk (electronic and telephone support options), Twelve (12) hours a day, Five (5) days a week, in the End Customer's local time. Partners must have the infrastructure and technology to deliver support with these mediums. Partners will be asked to provide marketing evidence of this as part of the onboarding to the BlackBerry Partner Support Services Program.

5.5 Adding New End Customers

Upon the Partner selling a service program, selling licenses, subscriptions, and suites, or requesting support and Software Assurance for existing BlackBerry licenses and subscriptions, Partners are required to add their End Customer, all of their subscriptions, licenses, and suites to their BlackBerry Partner Support Services subscription.

When adding a new End Customer, the Partner is committing to paying the fees for that End Customer, covering a minimum period of Twelve (12) months. If the Partner is adding additional licenses, subscriptions, or suites to an existing End Customer's subscription, the fees can be pro-rated to align the subscription end date.

5.6 Updating End Customer Information

Partners are required to update the End Customer contact and company information in a timely manner after they are made aware of such changes by the End Customer.

Partners who purchase licenses, subscriptions, or suites with BlackBerry Partner Support Services for End Customers are expected to pay for and be entitled to such on a continuous basis. The Partner is expected to update license and subscription counts regularly. If there is a delay in time between the End Customer purchasing the license or subscription and the Partner adding the End Customer under the BlackBerry Partner Support Services subscription, the subscription effective date will be the day of the subscription or license purchase.

It is recommended that the Partner enforces and implements the same business practices and communicates these requirements with End Customers. This will help to ensure that there is not any confusion for months unpaid.

5.7 Renewing End Users

The Partner is expected to renew End Customers and ensure they are continuously paying for and entitled to BlackBerry Partner Support Services. BlackBerry will attempt to notify the Partner of renewal opportunities Ninety (90), Sixty (60) and Thirty (30) days prior to each End Customer's renewal date. If there is a lapse in time between the End Customer's expiry date and the time by which the Partner renews the End User, the subscription effective date will be the day following the original expiration date.

If a Customer is renewing from a BlackBerry Technical Support Services subscription and into a BlackBerry Partner Support Services subscription from the Partner, the subscription effective date will be the day following the original BlackBerry Technical Support Services subscription date.

Should the Partner fail to renew an End Customer, BlackBerry may approach this End Customer and offer the End Customer alternate service programs, such as the BlackBerry Technical Support Services program.

5.8 Reports

The Partner will provide BlackBerry with a Technical Support Incident report on a quarterly basis. The Partner will upload this report through myAccount using the template provided to the partner. This report will include:

- Partner's Name
- Partner's BlackBerry Customer Number
- Partner's End Customer's Company Name
- Partners End Customer's First Name
- Partner's End Customer's Last Name
- Partner's End Customer's Email Address
- Partner's End Customer's BlackBerry Customer Number
- Partner's Internal Ticket Number

- Case Description
- Open date
- Closed date
- BlackBerry Escalation Ticket Number
- CSAT Score out of 10

BlackBerry will leverage the data in this report for internal reporting and compliance purposes. Additionally, BlackBerry may leverage the data to send customer satisfaction surveys directly to the End Customer. These customer satisfaction surveys will provide BlackBerry with valuable feedback about the Partner's performance, and will ensure that the Partner is performing to BlackBerry's expectations and requirements of the BlackBerry Partner Support Services Program.

Partners will upload this report via the myAccount portal on a quarterly basis. Partners are expected to upload the report within 7-days after the end of the quarter. Upload via the myAccount portal is a simple and secure process:

- Login to myAccount: <https://myaccount.blackberry.com>
- Within the 'Support Subscription' section, open the 'Ticket and Survey Report Upload tool'
- Attach the provided Ticket and Survey Report Template, with the relevant information completed.

5.9 Minimum License Count

To enroll in the BlackBerry Partner Support Services program, Partners must have a minimum of 2000 licenses, subscriptions, or suites supported and accounted for under their BlackBerry Partner Support Services subscription. This is a cumulative count from all of the End Customers.

Partners who have less than 2000 licenses, subscriptions, or suites can pay a monthly fee in accordance with the fee structure until the Partner has the full 2000 licenses, subscriptions, or suites. Partners who do not meet this threshold can consider reselling BlackBerry Technical Support Services and act as a Named Contact on behalf of the End Customer. To learn more about the BlackBerry Technical Support Services program, Partners can visit www.blackberry.com/btss.

5.10 Subscription Users Term

Upon enrolling in the BlackBerry Partner Support Services program, Partners will be entitled to their Partner specific features for a period of One (1) year. Upon adding End Customer entitlements to the BlackBerry Partner Support Services subscription, Partners will be entitled to service for those End Customers in accordance with the End Customer's specific subscription dates. End Customers will also be entitled to Software Assurance in accordance with the End Customer's specific subscription dates. The BlackBerry Partner Support Services subscription with BlackBerry will be automatically renewed to ensure that Partners do not experience service delays. Should a Partner wish to end their BlackBerry Partner Support Services subscription with BlackBerry, the Partner must notify BlackBerry sixty (60) days prior to their subscription expiry date.

5.11 Program Compliance

Where BlackBerry determines that the Partner is not compliant with any of the program requirements, BlackBerry may request a meeting with the Partner to discuss corrective/remedial action. Examples of a Partner's potential non-compliance include, but are not limited to, the following:

- The Partner failing to
 - Meet the training and accreditation requirements;
 - Meet the lab environment requirements;
 - Meet the beta participation requirements;
 - Ensure that all licenses, subscriptions, suites or any other products from an End Customer are covered on a consistent level of support;

- The Partner engaging BlackBerry with invalid tickets according to the [Tier Definitions](#) (for example, the Partner escalating Tier 0, 1, or 2 incidents, as defined below);
- The Partner not achieving the required customer satisfaction levels, through either their own customer satisfaction survey ratings or through the customer satisfaction ratings that are obtained when BlackBerry surveys the End Customer directly;
- The Partner leveraging the incorrect subscription code for their End Customer (for example, the Partner leveraging the BPSS Premium subscription code to escalate incidents for an End Customer who has only purchased the BPSS level of support);
- The Partner failing to be able to produce logs, configuration files, or other environmental information which would indicate that the Partner failed to complete Tier 0, 1, or 2 troubleshooting;
- The Partner failing to provide required quarterly reporting
- The Partner's End Customer's making complaints to BlackBerry about the Partner's performance;
- Any other issues where Partner fails to comply with this Program Description.

Should BlackBerry identify if a Partner is out of compliance, BlackBerry will present the supporting data to the Partner. The Partner will then have 10 business days to create a remediation plan. The Partner will provide the remediation plan to BlackBerry. BlackBerry will then review the plan, and provide approval. BlackBerry may require changes to the remediation plan before providing approval. Upon the receipt of plan approval, the Partner will implement the remediation plan. BlackBerry will reassess the Partner's performance after 20 business days. If improvements have not been made to BlackBerry's satisfaction, the Partner will perform any additional training of the Partners' personnel and perform any other remedial actions as determined by BlackBerry, at the Partner's own expense. Should BlackBerry determine that the Partner has not made sufficient improvements, BlackBerry, at its sole discretion may remove the Partner from the BlackBerry Partner Support Services program and onboard the Partner's End Customer's onto BlackBerry's own support program. In addition, BlackBerry may charge the Partner for providing support during periods of non-compliance at BlackBerry's then current hourly rate plus any expenses related to the performance of the service.

5.12 Fees

Once a Partner sells End Customer subscriptions, licenses, suites, bundles, or a service program, the Partner is expected to add the End User to their BlackBerry Partner Support Services subscription. The Partner is expected to renew existing End Users to ensure continuous coverage of subscriptions/licenses. If there is a lapse in time between the End User's expiry date and the time by which the Partner renews the End Customer, the subscription effective date will be the day following the original expiration date.

Upon selling new subscriptions and licenses, adding legacy licenses to the support subscription, or renewing an End Customer, the Partner will be invoiced for that End Customer. This will cover a minimum of One (1) year of BlackBerry Partner Support Services to the Partner for that End Customer, unless the Partner is adding additional licenses or subscriptions to an existing End Customer, in which case the fees can be pro-rated.

Please contact your BlackBerry Channel Account Manager for Pricing.

5.13 Customer Satisfaction

BlackBerry, at its sole discretion may survey the Partner's End Customers to gather customer satisfaction information and a review of the Partner's performance based on the submitted quarterly report. BlackBerry will ask the End Users a series of questions about the Partner's performance, and will make explicit reference to the Partner in which the survey is regarding. In addition to collecting information about the Partner's performance, BlackBerry will collect an overall customer satisfaction metric from End Customer who participate in the survey. This metric will be measured from 0-10. Partners must score an average of 8 out of 10 on this metric. Upon request by the Partner, BlackBerry will provide the results of this survey to the Partner.

6.0 Tier Definitions

Support Tier	Description of Responsibilities	Party Responsible
Tier 0 Support	<ul style="list-style-type: none"> Responsible for basic mobile device and Desktop Software Application troubleshooting Responsible for escalating RMA's to Buyer's help desk Responsible for Enterprise Software installation, configuration, internal network, firewall and internet connection Responsible for installing and updating device software for BlackBerry Android and BlackBerry 10 OS devices 	End User
Tier 1 Support	<p>End User interface for business related technical support issues including:</p> <ul style="list-style-type: none"> Rate plans and features SMS services Billing / provisioning services (provisioning technical support incidents to be escalated to Carrier) Basic Enterprise software and Handheld usage questions ("How do I...", "How does...", "What does <feature> work/mean...") Handheld setup and configuration that is not related to integration with software or services. For example: setting up Bluetooth on an iPhone / Android device that is not connected to BlackBerry Enterprise Service (BES) or BlackBerry Unified Endpoint Manager (BlackBerry UEM) Enterprise software and handheld configuration questions (For example: Setting up software/IT Push, setting up Wi-Fi on the mobile device, etc.) 	Buyer/Partner
Tier 2 Support	<p>End User interface for technical support issues including:</p> <ul style="list-style-type: none"> Assisting End Users in the set-up and configuration of Enterprise Activation Assisting End Users in the set-up of an email account on their mobile devices (Android/iOS/Windows Phone/BlackBerry) Basic Purchasing, claiming, adding licenses to Enterprise software questions and issues. Support for the mobile devices and Desktop Software features and operations Support for BIS features and operations Basic mobile device troubleshooting (hardware, Software and Desktop Software applications) * Basic Enterprise Software troubleshooting* Basic support for other mobile device applications (browser, etc.)* Support on peripherals (charger, earpiece etc.) Phone application support All RMA inquiries Support for mobile devices and Enterprise software installs, updates, upgrades and new applications New application downloads <p>* "Basic" support consists of any support for which information has been made available by BlackBerry to the Partner in training programs, training materials, support materials, standard documentation or BlackBerry support portals (including without limitation, the BlackBerry Knowledge Base within myAccount).</p>	BlackBerry

Support Tier	Description of Responsibilities	Party Responsible
Tier 3 Support	<p>Partner interface (not End User interface) for technical support incidents consisting of:</p> <ul style="list-style-type: none"> • Advanced mobile device troubleshooting (including for BlackBerry mobile device Software and Desktop Software Applications) ** • Advanced Enterprise Software troubleshooting** • Advanced technical support incidents with the Partner Portal (e.g. myAccount) • Advanced licensing (e.g. Silver/Gold/Annual/Perpetual etc) technical support incidents. • Advanced support for Software updates, upgrades and new applications supplied for the mobile device** <p>** “Advanced” support consists of any support for which information has NOT been made available by BlackBerry to the Partner through the Knowledge Base and/or in training programs, training materials, support materials, standard documentation or BlackBerry support portals (including without limitation, the BlackBerry Knowledge Base within myAccount).</p> <p>Note: All communications between BlackBerry, Partner and Partner’s Distributors and/or End Customers will be in written and spoken English.</p>	BlackBerry

All requests for support are initially deemed to be ‘problems’ by the BlackBerry Partner Support team. When a problem is reported, Partners must indicate the problem’s impact to their End Customer in an attempt to assist the assigned BlackBerry Partner Support analyst to classify the problem’s severity.

Problem classifications are outlined in the table above

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

7.0 Response and Escalation Policy

7.1 Process

Upon successful enrollment in the BlackBerry Partner Support Services program, Partners will be issued the appropriate BlackBerry Technical Support Services Customer Number for their own account.

When Partners contact the BlackBerry Partner Support team, they must leverage the BlackBerry Customer Number applicable for the End Customer's level of support. Partners must use the BPSS customer number for End Customers that have purchased licenses, subscriptions, or suites with the BPSS level of support, and must use the BPSS Premium customer number for End Customers that have purchased licenses, subscriptions, or suites with the BPSS Premium level of support. Once the Partner requests support via myAccount or by phone and provides the correct BlackBerry Customer Number, a support ticket is initiated. Each support ticket is assigned a unique ticket number which the BlackBerry Partner 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 Partner Support analyst or via an automated email message receipt when contacting BlackBerry Partner Support through myAccount. Partners must refer to this support ticket number for all communication relating to that specific issue.

The Partner may be asked identifying questions to ensure that the Partner has used the correct BlackBerry Customer Number for End Customers for which they are requesting support. This will help to ensure that End Customers with BPSS entitlements are routing through the BPSS process, and End Customers with BPSS Premium entitlements are routing through the BPSS Premium process.

Additionally, the Partner may be asked to provide information about the End Customer's environment to assist in the troubleshooting process. This may include logs, configuration files, specifications, version information, third-party system usage, historical activities, or other information that should be captured by the Partner prior to contacting BlackBerry for support.

7.2 Problem Definition

Severity	Action	Service Level Objectives
High Critical business impact	<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 organizations ability to conduct business, and may affect either the BlackBerry enterprise 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; Partner and End Customer must agree to be available for engagement 24x7 until relief has been provided.</p>	BPSS Phone: Immediate Electronic: 1 hour BPSS Premium Phone: Immediate Electronic: 30 minutes
Medium Moderate business impact	<p>A Medium incident is defined as a problem that has slightly compromised the ability of an End Customer to conduct business. The End Customer can continue to conduct business and productivity loss is minor. The situation may be temporarily circumvented with an established work-around.</p>	BPSS Phone and Electronic: 4 hours BPSS Premium Phone and Electronic: 2 hours

Severity	Action	Service Level Objectives
Low Critical business impact	A Low incident is defined as a problem that does not compromise the ability of an End Customer to conduct business. This may include a request for service, enhancement, or “how to” request. There is little to no risk of End Customer impact.	BPSS Phone and Electronic: Next Business Day BPSS Premium Phone and Electronic: Next Business Day

All requests for support are initially deemed to be ‘problems’ by the BlackBerry Partner Support team. When a problem is reported, Partners must indicate the problem’s impact to their End Customer in an attempt to assist the assigned BlackBerry Partner Support analyst to classify the problem’s severity.

Problem classifications are outlined in the table above

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

8.0 Out of Scope Services

Services not described within the designated support level (defined above) are outside the scope of BlackBerry Partner Support Services and chargeable at BlackBerry's then-current rates. If the Partner requests any of these services, BlackBerry Partner Support will inform the Partner that the services may be subject to additional charges as soon as BlackBerry identifies that the service is chargeable. Chargeable services may include, but are not limited to:

- 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 the Partner's, Customer's, or End User's systems. BlackBerry assumes no responsibility for data loss when asked to assist with the cleaning of a virus;
- System administrator functions that are the End 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 the Partner's, Customer's, or End User's system(s) and related data
 - Management of End Customer-tailored parameters
 - Creation/modification of scripts unique to the Partner's, Customer's, or End User's environment
- Product training, including customized operational/technical procedures
- Custom programming or custom application development
- Services relating to application software support, database implementation, population and administration, execution of data loading procedures, data archiving and recovery
- Services resulting from the following causes:
 - End Customer or End User or any third party's negligence, misuse or abuse
 - Failure to operate equipment in accordance with the recommended BlackBerry specifications
 - Failure to perform regular preventive maintenance activities
 - Acts of third parties
 - Improper implementation or operation of software
 - Failure to perform those actions as prescribed by BlackBerry during technical troubleshooting
- Services related to unsupported products, once the cause has been isolated to the unsupported product and communicated to the Partner
- BlackBerry Partner Support Services doesn't cover issues with the Partner's, Customer's, or End User's networks, third-party software solutions or hardware issues

Annexes

Annex 1 to the BlackBerry Partner Support Services Program Description

BlackBerry Software Assurance and Support

By purchasing BlackBerry Partner Support Services with coverage of perpetual Client Access Licenses or Suites, End Customers are entitled to BlackBerry Software Assurance. 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 the Partner has purchased coverage for that End Customer, during the term of the subscription, 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).

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 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 the End Customer's 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 End Customers and 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 perpetual licenses or suites and entitles End Customers only to an upgrade or update for the specific product that the End Customer has licensed. For example, a Silver perpetual CAL is eligible to be Upgraded to a Silver perpetual CAL, but not to other EMM perpetual licenses such as Gold - BlackBerry;
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, the Partner and the End Customer must:
 - a) Cover all software and licenses, subscriptions and value-added services on support. The Partner and End Customer cannot cover some software licenses, subscriptions and value-added services on support and go unsupported on others.

- b) Cover all software and licenses, subscriptions and value-added services consistently on the same level of support. For example, if the Partner enrolls the End Customer under BPSS Premium support for some software, the subscription must cover all software, subscriptions and value-added services at the BPSS Premium level.
 - c) Renew the support subscription on time to ensure there is no lapse in coverage. Should a lapse occur and the Partner or the End Customer wishes to renew the coverage late, the new subscription effective date will be retroactive to the day following the original expiration date. This includes renewals from the BlackBerry Technical Support Services program to the BlackBerry Partner Support Services program, and vice versa.
4. If the End Customer owns perpetual licenses that are not currently covered on a BlackBerry technical support subscription (through either BlackBerry Technical Support Services or BlackBerry Partner Support Services), and the End Customer wishes to obtain BlackBerry Software Assurance benefits, the End Customer must purchase a BlackBerry subscription, through either BlackBerry Technical Support Services or BlackBerry Partner Support Services for such licenses. End Customer in this scenario will fall into one of two categories:
- a) End Customer does not have an active BlackBerry Technical Support Services or is not covered by a BlackBerry Partner Support Services subscription. In this case, the annual subscription start date will be the most recent of:
 - i) The day after the last active BlackBerry Technical Support Services subscription or BlackBerry Partner Support Services coverage expired
 - ii) The date of the product launch (for example, BES12 launch, November 13, 2014)
 - iii) The date the perpetual licenses were purchased
 - b) End Customer has an active BlackBerry Technical Support Services or is actively covered under a BlackBerry Partner Support Services 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 End Customer's upcoming subscription expiry date:
 - i) The date of the product launch (for example, BES12 Launch, November 13, 2014)
 - ii) The date the perpetual licenses were purchased
5. No refunds or credits will be provided to the Partner or End Customer if no upgrades or updates are made available or if the End Customer chooses not to upgrade or update the software, or if the Partner or End Customer wishes to terminate the subscription;
6. BlackBerry software and this upgrade and update Program is subject to BlackBerry's end of life policy found at: <http://ca.blackberry.com/support/business/software-support-life-cycle.html>;
7. BlackBerry may refuse to provide the End Customer upgrades and updates and/or terminate the subscription if the Partner fails to timely pay the fees, or if the Partner or End Customer are otherwise in breach of the BlackBerry Partner Support Terms, or other applicable agreement or the terms contained herein or found in the BBSLA or its applicable Addenda or Amendment.

Footnotes

¹myAccount availability may be subject to maintenance and technical requirements

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

³A valid Non-Disclosure Agreement may be required between the subscribing organization and BlackBerry

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