



# BlackBerry Technical Support Services for Third Party Products

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Program Description, May 2018



# BlackBerry Technical Support Services for Third Party Products Program Description (“Third Party Product Technical Support Services”)

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## Introduction

This document describes the levels of BlackBerry Technical Support Services for Third Party Products (BTSSTPP), a service that provides organizations with direct access to the technical experts at BlackBerry to help achieve maximum uptime and stability of applicable Third Party Products. For the purposes of this Program Description, the term “Third Party Products” refers to software and services developed and licensed by third parties and resold by BlackBerry that can be used in conjunction with the BlackBerry Solution. 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 enterprise software deployment - there are support and services options to help increase your organization’s productivity. By subscribing to BlackBerry Technical Support Services for Third Party Products, organizations may receive the following benefits:

- Technical support that provides a single point of expert support for Third Party Products;
- Flexible and scalable support options that are designed to meet the evolving needs of organizations;
- Prioritization of critical issues ahead of non-critical issues, to ensure your critical issues are addressed as quickly as possible.
- Administrator Support for qualifying Third Party Products as listed [https://apps.good.com/#/apps/collection/supported\\_by](https://apps.good.com/#/apps/collection/supported_by)
- Access to myAccount for self-service tools and management of a customer account.

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

## Support Levels

The BlackBerry Technical Support Services for Third Party Products program is divided into two distinct support levels – Advantage Support and Premium Support. To be eligible for BTSSTPP customer’s 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, the new subscription effective date will be the day following the original expiration date.
- Any new purchase of a perpetual license for Third Party Products requires that the customer also purchase one-year of BTSSTPP. For existing and active BTPPS customers, the technical support may be pro-rated to align to your then-current BTSSTPP 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 most critical issues will be prioritized and you will be connected with an expert support representative to help 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.

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:

- Third Party Products deployed.
- Security and productivity conscious.
- Enterprise software downtime could result in lost business opportunities and/or revenue.
- End Users rely on their Third Party Product(s) 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 Third Party Products. 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 the myAccount (24) hours-a-day, (7) days-a-week, and (365) days-a-year.

## Premium Support

### Customer Profile:

- Customers that have multiple technical environments with one or more Third Party Products deployed in one or more geographic locations.
- Third Party Products are mission-critical to the business. Third Party Product end user downtime has a high potential to result in lost business opportunities and/or revenue.
- Require relationship-based services with designated account management resources as an option.
- Third Party Product end users rely extensively on their Third Party Products 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 Third Party Product deployment. Customers at this level of support typically rely extensively on the Third Party Product and desire improved call routing to more experienced technical resources and improved response time targets. Premium Support offers 24x7 telephone access to skilled agents, technical experts with a broad knowledge of Third Party Products, 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 Third Party Product solution deployment, as a customer advocate.

## Service Features

### Coverage and Access

The methods of accessing the BlackBerry Third Party Product Technical Support team and expected response time for incidents reported vary based on the level of support purchased and the Severity of the issue. 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 Third Party Product Technical Support Services Program Description. 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 critical 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, request supporting information, and provide information regarding call back time. 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 (24) hours-a-day, (7) days a week (note – availability of myAccount may be restricted during maintenance and technical upgrades). Critical technical incidents submitted electronically will have a Response Time Target of (2) hours.

**Premium Support:** Named Contacts can engage BlackBerry Third Party Product Technical Support analysts via telephone or submit incidents electronically through the myAccount portal (24) hours-a-day, (7) days a week (note – availability of myAccount may be restricted during maintenance and technical upgrades). Critical Technical incidents submitted via the telephone will be routed to highly skilled technical experts and will be given the highest priority in the telephone queue. Critical (High) technical incidents submitted via myAccount will have a Response Time Target of (30) minutes. Non critical issues submitted via telephone will be routed to the first level support team for information gathering and assignment.

### Highly Skilled Premium Analysts

BlackBerry Support Premium Analysts are focused on resolving issues for Premium Support customers.

Highly skilled Premium Analysts have the benefit of gaining a more in-depth understanding of the customer's technical environment. Premium Analysts are trained to address complex technical issues and strive to provide organizations with a root cause analysis of technical issues in order to help avoid issue reoccurrence. As a result, access to Premium Analysts may allow the IT resources within an organization to spend more time proactively planning and conducting maintenance of the Third Party Product 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 Third Party Product 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 Third Party Product deployment and business environment.

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 Third Party Product 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   |
|-------------------------------------|--------------|--|
| Customized Reporting                | Weekly       | <p>The PSM will provide customized reports on a regular basis that may include:</p> <ul style="list-style-type: none"> <li>• Open issues and Status</li> <li>• Closed cases</li> <li>• Pending software updates</li> <li>• Top issues</li> </ul> <p>On request, 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.</p> |
| Ongoing Communication               | Weekly       | <p>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.</p>   |
| Issue Escalation                    | As necessary | <p>The PSM is responsible for tracking and managing the customer's technical escalations.</p>  |
| Customer Advocate                   | As necessary | <p>The PSM will act as a point of contact to help connect the customer with other resources, and Third Party Product Partner resources as needed.</p>  |
| Support Systems & Resource Overview | As necessary | <p>The PSM will provide an overview of the support tools and resources available to the customer.</p>  |



**Advantage Support:** N/A

**Premium Support:** Optional

The Premium Service Manager is a paid Optional service available to Premium Support customers.

## Additional Program Features

### myAccount Portal

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

The myAccount portal provides access to self-service tools and resources to help troubleshoot common issues. This may include 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 (via 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 the BlackBerry Technical Support Services Welcome Package.

**Advantage Support:** Included

**Premium Support:** Included

### 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 Third Party Product, 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 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, Third Party Product software Administrators, and Help Desk staff members who are responsible for helping manage the Third Party Product. It is important to note that Named Contacts cannot transfer end users to BlackBerry Third Party Product 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 Support ID.

# BlackBerry Technical Support Services for Third Party Products Comparison Chart

## Service Features

| Features            | Advantage Support  | Premium Support   |
|---------------------|--|---|
| Coverage and Access | 24/7/365 incident submission to Associates via myAccount (note: availability of myAccount may be restricted during maintenance and technical upgrades) | 24/7/365 incident submission to Analysts via Telephone and/or myAccount (note: availability of myAccount may be restricted during maintenance and technical upgrades) |
| Premium Analysts    | N/A  | Included  |

## Preventative Features

| Features   | Advantage Support | Premium Support |
|--|-------------------|-----------------|
| Premium Service Manager (PSM)<br>-Includes up to \$7500 (USD) Training subsidy per annum | N/A               | Option          |
| myAccount Portal   | Included          | Included        |

## Additional Features

| Features                            | Advantage Support | Premium Support |
|-------------------------------------|-------------------|-----------------|
| 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 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 Third Party Product 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   |
|---|---|---|
| <b>High</b><br>Critical business impact   | 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 Third Party Product or a majority of enabled users.   | <b>Advantage</b><br>Electronic: 2 hours<br><br><b>Premium</b><br>Phone: Immediate<br>Electronic: 30 minutes |
| <b>Medium</b><br>Moderate business impact | 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. | <b>Advantage</b><br>Electronic: 8 hours<br><br><b>Premium</b><br>Phone and Electronic: 2 hours              |

**Low**

Nominal business impact

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.

**Advantage**

Electronic: Next Business Day

**Premium**

Phone and Electronic: Next Business Day

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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 Program Description.

## 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.

It is assumed that individuals involved in support of the Third Party Products 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 Third Party Product 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.
- 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 for Third Party Products and are chargeable to the customer on a per occurrence basis, at then-current rates. If a customer requests any of these services, BlackBerry Third Party Product 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:

- a) Software reloads for any component of the Third Party Product and restoring software to an operational level as defined in the product specifications.
- b) 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.
- c) System administrator functions that are the customer's responsibility including, but not limited to:
  - i) Installation/configuration/testing/tuning of third-party non-factory installed applications, components or products.
  - ii) Backup and restoration of customer's system(s) and related data.
  - iii) Management of customer-tailored parameters.
  - iv) Creation/modification of scripts that are unique to the customer's environment.
- d) Product training including customized operational/technical procedures.
- e) Custom programming or custom application development for customer.
- f) Services relating to application software support, database implementation, population, and administration, execution of data loading procedures, data archiving and recovery.
- g) Services issues resulting from the following causes:
  - i) customer or any third party's negligence, misuse, or abuse;
  - ii) failure to operate equipment in accordance with BlackBerry's recommended specifications;
  - iii) failure to perform regular preventive maintenance activities;
  - iv) acts of third parties;
  - v) improper implementation or operation of software; and
  - vi) failure to perform those actions as prescribed by BlackBerry during technical troubleshooting.
- h) Services issues related to unsupported products, once the cause has been isolated to the unsupported product and communicated to the customer.
- i) BlackBerry Technical Support Services for Third Party Products does not cover issues with customer networks, third party software solutions (outside of as set out in this Program Description) or hardware issues.

- j)** BlackBerry Technical Support Services for Third Party Products does not cover issues with Third Party Products not resold by BlackBerry (or its authorized distributor), unless BlackBerry Technical Support Services for Third Party Products is subsequently purchased for such Third Party Products.
- k)** BlackBerry Technical Support Services for Third Party Products does not cover issues with licenses of Third Party Products purchased from BlackBerry (or its authorized distributor) prior to the date customer purchases BlackBerry Technical Support Services for Third Party Products for a certain qualifying Third Party Product, unless BlackBerry Technical Support Services for Third Party Products is subsequently purchased for such Third Party Products.
- l)** Offering support directly to end users who are not Named Contacts. Only Named Contacts can interact with BlackBerry Technical Support.
- m)** Notwithstanding anything to the contrary in any Customer agreement with BlackBerry, BlackBerry is now providing support for certain Third Party Applications provided Customer has purchased such support and has otherwise complied with the associated terms.



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**BlackBerry Corporation**

3001 Bishop Drive, Suite 400  
San Ramon, California  
USA 94583  
Tel: (925) 931-6065  
Fax: (925) 931-6061  
Website: <http://www.blackberry.com>  
Email: [info@blackberry.com](mailto:info@blackberry.com)

**BlackBerry Limited**

2200 University Ave. E  
Waterloo, Ontario  
Canada N2K 0A7  
Tel: (519) 888-7465  
Fax: (519) 888-6906  
Website: <http://www.blackberry.com>  
Email: [info@blackberry.com](mailto:info@blackberry.com)

**BlackBerry UK Limited**

Ground Floor, The Pearce Building West Street  
Maidenhead, Berkshire  
United Kingdom SL6 1RL  
Tel: +44 (0)1784 477465  
Fax: +44 (0)1784 477455  
Website: <http://www.blackberry.com>  
Email: [info@blackberry.com](mailto:info@blackberry.com)

**BlackBerry Singapore Pte. Limited**

The Synergy Building 2nd Floor  
1 International Business Park  
Singapore 609917  
Tel: +65 6879 8700  
Website: <http://www.blackberry.com>  
Email: [info@blackberry.com](mailto:info@blackberry.com)