BlackBerry® Intelligent Security. Everywhere.

BLACKBERRY TECHNICAL SUPPORT SERVICES

Program Description (Technical Support Services Program Description)

June 2025

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INTRODUCTION

This BlackBerry Technical Support Services Program Description (Program Description), describes different levels of technical support services organizations may receive. BlackBerry Technical Support Services (BTSS) 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 BTSS, organizations may receive the following benefits:

- Direct access to technical experts to maximize uptime and ensure your solution is performing to your expectations.

- 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 2).

- Administrator Support for a wide range of BlackBerry enterprise software and services purchased, including but not limited to BlackBerry Spark Suites, 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.

BTSS and BlackBerry Software Assurance are subject to the terms, conditions, and limitations of either the BlackBerry Solution License Agreement or, as applicable, a negotiated license agreement by between BlackBerry and customer (License Agreement). Any capitalized words not defined herein, have the meaning in the License Agreement.

SUPPORT LEVELS

The BTSS 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 technical 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.

With regard to technical support services for a **perpetual license**:

If the technical support service subscription expires and customer elects not to renew, BlackBerry will cease providing technical support services and other benefits of technical support services as described in this Program Description as of the expiration date. To reinstate the applicable technical support service, the

customer must, in addition to entering into a new technical support service term, pay the Back Support Fee and the Reinstatement Fee outlined as follows:

(A) "**Back Support Fee**" is the technical support service fee associated with the perpetual licenses for the period beginning on the day following the applicable subscription expiration date to the current date, calculated on a pro- rated basis and rounded up to the nearest month, at the then-current MSRP; and

(B) "**Reinstatement Fee**" is the greater of:

a) fifty percent (50%) of the Back Support Fee; or

b) $1,000 USD. When technical support has lapsed, unless and until BlackBerry accepts an order to reinstate customer's technical support service (either directly, or through a channel partner) which includes the Back Support Fee and the Reinstatement Fee, BlackBerry shall not be obligated to provide technical support services to the customer.

With regard to technical support services included in a software **subscription license**:

The technical support service will expire at the end of the then-current subscription license term. Customer will no longer have the right to use the corresponding BlackBerry Solution or receive technical support services.

If customer does not deprovision all Authorized Users from the applicable BlackBerry Solution on or before the expiration date, in order to reinstate the subscription licenses and the associated technical support services, BlackBerry must receive and accept an order from customer (either directly, or through a channel partner) for a new subscription and such order shall include the Lapsed Fee and the Subscription Reinstatement Fee outlined as

follows:

(A) "**Lapsed Fee**" is the subscription license fee for the period beginning on the day following the applicable subscription expiration date to the current date, calculated on a pro-rated basis rounded up to the nearest month, at the then-current MSRP; and

(B) "**Subscription Reinstatement Fee**" is the greater of:

a) fifty percent (50%) of the Lapsed Fee; or

b) $1,000 USD.

- 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 BTSS subscription 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. To receive support on High Priority tickets you must phone in with your ticket number. Customers always have the ability to override the suggested severity and set the severity of the issue based on the situation.

Except as outlined in this Program Description, each service offered within this BTSS program will be delivered in English. 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

BlackBerry Enterprise Mobility Suites s, BlackBerry UEM, BlackBerry Spark Suites.

CUSTOMER PROFILE:
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 maintenance and 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.   Low and Medium priority cases submitted through the myAccount portal will be assigned to a BlackBerry Technical Support Analyst during Monday to Friday, 8am to 8pm Eastern Time (Toronto, Ontario, Canada). All customers have the option to phone in on active tickets during operational hours.

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:

- The BlackBerry solution is a critical business application, where enterprise software or end user downtime has a 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, BlackBerry Spark Suites 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 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 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 Technical Account Manager (TAM), who will develop an understanding of the customer's business and help customers to advance their BlackBerry solution deployment, as a customer advocate.

SERVICE FEATURES

COVERAGE AND ACCESS

The methods of accessing the BlackBerry Technical Support team and expected response time[2] 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.

Advantage Support: Named Contacts can contact submit incidents electronically through the myAccount portal twenty-four (24) hours-a-day, seven (7) days a week[3]. High severity Service Requests submitted electronically will have a response time target of six (6) hours. **Customers must phone in on active support tickets for high priority tickets.**

Premium Support: Named Contacts can engage tier 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 week[3]. High Severity tickets submitted via the telephone will be routed to the highly skilled technical experts and will be given the highest priority in the telephone queue. **Customers must phone in on active support tickets for high priority tickets.**

PREMIUM SUPPORT TEAM

The Premium Support Team is a group of Tier 3 technical analysts that are focused on resolving issues for Premium Support customers.

Members of this team have the benefit of gaining a more in-depth understanding of the customer's technical environment. These 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 these 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: Included

PREVENTATIVE SERVICES

TECHNICAL ACCOUNT MANAGER (TAM)

The Technical Account Manager (TAM) is a designated resource, assigned by BlackBerry to build an ongoing post-sales relationship with the customer's BlackBerry administration resources. The TAM will serve as a liaison between the customer and internal BlackBerry teams (including BlackBerry Technical Support and BlackBerry Engineering) for technical-related items. The TAM will provide the customer with general information and assistance relating to BlackBerry solutions including recommendations, best practices, known issues and how

to mitigate them, upcoming software releases, insight and guidance that otherwise may be difficult for the customer to obtain. The TAM provides proactive support case management and also acts as the escalation point for critical technical support cases, working diligently to monitor the critical case, escalate to additional resources if necessary, and provide the customer with updates on the status of the critical case. The TAM will work alongside internal teams to provide the customer with information on BETA and early adopter programs and facilitate the customer's enrollment in these programs if necessary. The TAM will also act as the customer's advocate within BlackBerry for technical-related items.

The TAM subscription shall entitle a customer to the equivalent of up to four (4) hours of assistance per week from 8am to 5pm, Monday to Friday in a single time zone (as designated by the customer) for the duration of the subscription term. Any hours not used on or before the subscription term expiry date will be forfeited and no refunds or credits will be permitted.

Customers with global BlackBerry enterprise software deployments and multiple regional offices, or those who require additional TAM resources will have the option of purchasing additional TAMs to handle their support needs, including additional time zones.

Note: Technical Account Manager was previously known as Premium Service Manager (PSM). Any customer who previously purchased a PSM shall continue to receive the benefit of the PSM for the remainder of its subscription term and in accordance with its agreement with BlackBerry. Upon renewal, the customer will be transitioned to a TAM.

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

ACTION	FREQUENCY	OVERVIEW
Onsite Visit[8]	Annually	The TAM will visit the customer's primary location annually.
Customized Reporting	Weekly	The TAM will provide customized reports on a regular basis that may include: • Open issues and status • Defects of interest and status • Closed cases • Pending software updates • Known Issues and how to mitigate them The TAM will also provide an Annual Service Review outlining key details of the customer's support experience and service usage during the previous quarterly period.
Proactive Support	Weekly	The TAM will arrange regular conference calls to review reports and provide proactive technical notifications as they become available. These calls will be scheduled during the TAM's hours of availability.
Issue Escalation	As necessary	The TAM will act as the escalation point for critical technical support cases. The TAM will monitor the case, escalate to additional resources if necessary, arrange troubleshooting sessions, and provide the customer with verbal and/or written updates.
Customer Advocate	As necessary	The TAM 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 TAM will provide an overview of the support tools and resources available to the customer.
Product Optimization and Configuration	As necessary	The TAM will provide their technical knowledge to ensure systems are optimized for peak performance to allow for configuration changes or upgrades to optimize a vital deployment.
BETA Enrollment[4] Assistance	As necessary	The TAM will work with the Sales and BETA teams at BlackBerry and assist a customer in their efforts to enroll in these programs.

Advantage Support: N/A Premium Support: Option

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.[8]

For a more detailed services description of Tech-to- Site Assistance, see Annex 1.

Advantage Support: Option Premium Support:

Option

ADDITIONAL PROGRAM FEATURES

myACCOUNT PORTAL

The myAccount portal is a secure online resource center available to customers with a BlackBerry Maintenance and Support Services subscription. myAccount requires a unique login and password which will be provided to each Named Contact 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.

Note: The interface of the myAccount portal is in English only, however input is accepted in both English and Japanese.

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 Assurance[1] 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. UEM 12.15 to UEM 12.16). 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 more detailed services description of BlackBerry Software Assurance, see Annex 2.

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 Infrastructure[3].

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 TAM in the event of an unplanned network related event that may be customer impacting.

Note: BlackBerry Infrastructure Status Tool is delivered in English only.

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.

Note: BlackBerry Technical Webcasts are delivered in English only.

Advantage Support: Included Premium Support:

Included

NAMED CONTACTS

Customers can designate a certain number of named individuals (Named Contacts), 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 enrollment. 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: 10 included; Option to purchase more

Premium Support: 50 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 Tier 1 Associates via myAccount[3] for High Priority incidents as defined. Medium and Low Priority incidents will be assigned Mon-Fri 8am-8pm Eastern Time (Toronto, Ontario, Canada)	24/7/365 incident submission to Tier 3 Analysts via Telephone and/or myAccount[3]

PREVENTATIVE SERVICES

FEATURES	ADVANTAGE SUPPORT	PREMIUM SUPPORT
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 (English only)	View status and event details in myAccount. Proactive notification via TAM
BlackBerry Technical Webcast Series	Included	Included
Named Contacts	10	50

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.

Problem classifications are outlined in the table below:

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

Response time targets are estimates only and shall not be considered a representation or warranty under any agreement with BlackBerry, including, without limitation, the BBSLA, the BlackBerry Professional Services Agreement, or this Program Description. Response time targets shall not apply during any scheduled or emergency maintenance of the BlackBerry software or during any Event of Force Majeure.

SEVERITY	DEFINITION	RESPONSE TIME TARGETS
High 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 BlackBerry Software or a majority of the deployed smartphones. Note: BlackBerry support teams are paged twenty-four (24) a day, seven (7) days a week for critical problems; Customers must agree to be available for engagement 24x7 until relief has been provided. For critical or time-sensitive issues, you must contact us by phone rather than email	Advantage - Electronic: 6 hours Premium- Phone: Immediate Electronic: 30 minutes
Medium 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.	Advantage - Electronic: Next Business Day Premium - Phone and Electronic: 2 hours

Low	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: 3 Business Days Premium - Phone and Electronic: Next Business Day
Nominal business impact		

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 Maintenance and 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 2.

CUSTOMER RESPONSIBILITIES

After the Tier 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.

ADDITIONAL SERVICES PROVIDED BY

PROFESSIONAL SERVICES

Services that are not expressly included within a customer's designated support level (as outlined above) may be available through the BlackBerry Professional Services team.

If a customer requests any of these services, BlackBerry Technical Support will help the customer to engage the BlackBerry Professional Services team. Examples of services provided by BlackBerry Professional Services team include, but are not limited to, the following:

- Mobility Strategy planning services.

- Planning and/or deployment services for installations, upgrades, or migrations.

- Staff Augmentation services.

- Planning and/or deployment services for Disaster Recovery or High Availability.

- 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 specifications.

- 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.

  - Assistance and consultation with 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 BlackBerry specific third-party application software support, database implementation, population, and administration, execution of data loading procedures, data archiving and recovery. (*Note: In-scope and out-of-scope services will be dependent on each customer's requirements*.)

- Offering support directly to end users who are not Named Contacts.

- When issues have been determined to be outside of the design and specifications of the BlackBerry Software by BlackBerry Technical Support, BlackBerry Professional Services team may be engaged to assist or consult in restoring services caused by:

  - A 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.

- This may include BlackBerry Software and/or third- party software rollbacks from a previous backup to an operable state for any component of the BlackBerry solution and restoring software to an operational level as defined in the product specifications.

ANNEXES

ANNEX 1 TO THE TECHNICAL SUPPORT SERVICES PROGRAM DESCRIPTION

Annex 1: 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.

b) 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. Scheduling of TTS Services

i) BlackBerry will dispatch a BlackBerry Resource within twenty-four (24) hours of BlackBerry's approval and acceptance of an 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;Provide the customer's business user representatives as required by BlackBerry;

   ii) Provide visual access to necessary work site and systems;

   iii) Provide access to other materials and resources relevant to the TTS Services as may be needed by BlackBerry;

   iv) 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;

   v)   Provide LAN connections which enable access to the Internet for BlackBerry Resource;

   vi) Assume responsibility for the management of all third party vendors; and

   vii) 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.

NOTE: BlackBerry's delivery of onsite services shall be subject to any applicable public health, government, and/ or travel limitations or restrictions.

ANNEX 2 TO THE TECHNICAL SUPPORT SERVICES PROGRAM DESCRIPTION

ANNEX 2: 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 12.12 to BlackBerry UEM 12.13). 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

Updates and Upgrades are subject to the terms and conditions of the applicable License Agreement.

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:

   a) Customer does not have an active BlackBerry Technical Support subscription. In this case, the annual subscription start date will be the most recent of:The day after the last active BlackBerry Technical Support subscription expired

   b) The date of the product launch (for example, UEM v.12.13 launch, June 17, 2020)

   c) The date the perpetual licenses were purchased

  ii) 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) The date of the product launch (for example, UEM v.12.13 launch, June 17, 2020)

   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.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE CONTENT OF THIS PROGRAM DESCRIPTION, AND ALL INFORMATION PROVIDED HEREIN IS PROVIDED "AS IS" EXCEPT AS EXPRESSLY AGREED TO BY BLACKBERRY IN AN AGREEMENT BETWEEN BLACKBERRY AND YOU FOR TECHNICAL SUPPORT, IN NO EVENT SHALL BLACKBERRY OR ANY OF ITS SHAREHOLDERS, AFFILIATES, DIRECTORS, OFFICERS, EMPLOYEES, AGENTS OR SUPPLIERS, BE LIABLE TO ANY PARTY FOR ANY DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES FOR ANY USE OF THIS PROGRAM DESCRIPTION, INCLUDING WITHOUT LIMITATION, RELIANCE ON THE INFORMATION PRESENTED, LOST PROFITS, LOST DATA, OR BUSINESS INTERRUPTION, ARISING IN CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, EVEN IF BLACKBERRY WAS EXPRESSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

[1] May be subject to additional fees.

[2] Response time targets are estimates only and shall not be considered a representation or warranty under any agreement with BlackBerry, including, without limitation, the BBSLA, the BlackBerry Professional Services Agreement, or this Program Description. Response time targets shall not apply during any scheduled or emergency maintenance of the BlackBerry software or during any Event of Force Majeure..

[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] BlackBerry's delivery of onsite services shall be subject to any applicable public health, government, and/or travel limitations or restrictions.