

# BlackBerry Guard Solution - Program Description

(Configuration of managed BlackBerry Software and ongoing MDR and Threat Hunting Services),

The professional services provided under this Program Description are subject to the terms and conditions of the BlackBerry Professional Services Agreement (the “Agreement”) found at [www.blackberry.com/legal](http://www.blackberry.com/legal). For the purposes of this Program Description: (i) the “BlackBerry Guard Solution” shall include the BlackBerry Services described herein (including all relevant BlackBerry configuration and MDR and Threat Hunting Services described herein which are relevant to the level of Services purchased), along with the access and use of certain BlackBerry Software (the BlackBerry Guard Software platform which enables the monitoring of various managed BlackBerry Software identified in the Order (referred to herein as the “managed” BlackBerry Software)); and (ii) “Customer” means the entity entitled to receive the BlackBerry Guard Solution as identified on the relevant Order. Capitalized terms not defined in this Program Description shall have the meaning ascribed to them in the Agreement.

## SUMMARY OF BLACKBERRY GUARD SERVICES

**A. Summary of BlackBerry Guard Services.** Customer can purchase either BlackBerry Guard or BlackBerry Guard Advanced. A general description of the two levels of the Guard Services are outline below.

**BlackBerry Guard™-** BlackBerry Guard is a 24x7x365 managed detection and response offering in which BlackBerry will monitor and manage Customer threats from alert to closure through use of the BlackBerry Guard Software platform (including email and web interactions through workstations or mobile devices with Blackberry Guard analysts). BlackBerry Guard includes certain initial onboarding services (e.g. configuration, baselining, and training services), as well as continued assurance and maintenance of policy configurations by BlackBerry Guard analysts.

**BlackBerry Guard Advanced™-** In addition to all the standard BlackBerry Guard Services, BlackBerry Guard Advanced includes improved service levels, monthly and quarterly reporting, and closed-loop communications with, and direct access to, BlackBerry Guard analyst(s) 24x7x365 to help navigate incidents and provide regular updates on overall threat prevention status and to provide continued assurance and maintenance of policy configurations.

All levels of BlackBerry Guard Services will be delivered in the following phases (each described more fully in section B below):

- 1. Onboarding Phase:** Planning, deployment and configuration of managed BlackBerry Software identified in the Order. Access to BlackBerry Guard platform enabled. Training, final configuration, baselining environment and reporting phase.
- 2. Management Phase:** Delivery of MDR Services (described below) and Threat Hunting Services (described below), as well as ongoing reporting (for BlackBerry Guard Advanced™ only). (Note: This Management Phase begins at the end of the Onboarding Phase and continues until the end of the BlackBerry Guard Solution license term, including any renewal terms.)

*Note: Notwithstanding anything else, if Customer is renewing BlackBerry Guard Solution, and the Phase One (Onboarding Phase) has been completed for all Customer's deployed endpoints for which BlackBerry Guard Services have been purchased, then upon renewal, BlackBerry will continue with the Management Phase.*

## B. Detailed Description of BlackBerry GUARD Services

- 1. Phase One: On Boarding Phase**
  - a.: Planning, Deployment, Configuration**

- **Planning:** BlackBerry will assist Customer with deployment and implementation (including, project scope, systems and software requirements, asset inventory and access requirements) and to review prerequisites for managed BlackBerry Software deployment (if requested) and configuration. The parties will agree upon a deployment and configuration schedule. The parties will each use reasonable commercial efforts to meet the mutually agreed schedule.
- **Deployment of Managed BlackBerry Software to Customer Endpoints:** Customer is *solely* responsible for any deployment of the managed BlackBerry Software to the Customer endpoints (the maximum number that may be deployed shall be based on the Customer's BlackBerry Software licenses). BlackBerry may assist Customer in such deployment by providing necessary guidance and documentation relevant to the deployment.
- **Configuration of Managed BlackBerry Software:** BlackBerry will configure the BlackBerry Software deployed on Customer endpoints, including optimization of the managed BlackBerry Software attributes based on Customer input, the Customer environment, and BlackBerry recommendations based on BlackBerry Guard best practices. During the planning phase, Customer will advise BlackBerry of the number of endpoints Customer will plan to deploy. Once deployment is completed by Customer, Customer will request that BlackBerry initiate configuration of deployed BlackBerry Software. Note: If additional endpoints are deployed by Customer after BlackBerry configuration services are completed, Customer will be required to purchase additional BlackBerry services. The maximum number of endpoints BlackBerry is required to configure hereunder shall not exceed the number of BlackBerry Guard Solution licenses purchased and deployed at the time BlackBerry is requested to initiate configuration.
- **Weekly Update Meetings:** During the onboarding phase, BlackBerry will conduct weekly update meetings with Customer to validate the deployment and configuration, and to ensure continuity and to avoid delays or interruption to the onboarding.
- **Access to BlackBerry Guard Software Platform:** Customer shall be provided access to the BlackBerry Guard Software platform.

**b. Training and Transition Phase: Training, Final Configuration, Baselining Environment and Implementation Transition Report:**

- **Training:** BlackBerry will train Customer's appointed IT administrator(s) on best practices to access and use the BlackBerry Guard Software platform and to maintain and optimize the managed BlackBerry Software within Customer's environment (up to three (3) hours of training). BlackBerry to provide onboarding/training documentation as a Deliverable.
- **Final Configuration:** BlackBerry will manage and finalize its understanding of the Customer's environment and complete the final configuration of the managed BlackBerry Software attributes based on Customer's input, Customer's environment and BlackBerry Guard best practices.
- **Baselining Environment:** BlackBerry will identify approved policies for BlackBerry Guard Software platform to facilitate management, detection, and response capabilities. BlackBerry will identify approved actions to be performed on behalf of the Customer within the capabilities of the BlackBerry Software, and develop customized filters, lists, feeds or playbooks to be used within the BlackBerry Guard Software platform (collectively, the "**Baseline**" or "**Baselining**").
- **Implementation Transition Report:** BlackBerry will develop and deliver as a final Deliverable in this Phase transition reports that may include configurations, policies, settings, zones, and other aspects of the managed BlackBerry Software deployment (thereby Baselining the environment for Customer).

**2. Phase Two: Management Phase (Ongoing MDR, Threat hunting and Reporting (Guard Advanced only)):** This phase begins following the conclusion of phase one (unless phase one has previously been achieved and deemed unnecessary) and continues for the rest of the license term purchased for the BlackBerry Guard Solution. The following Services are provided during Phase Two:

**a. Management, Detection and Response Services ("MDR Services"):**

- **Management:** BlackBerry will manage policy settings in accordance with the Baseline in order to facilitate response readiness.
- **Detection and Response:** Alerts generated by security events from managed BlackBerry Software will be detected, triaged, researched, and responded to according to actions defined in the Baseline approved actions.
- **Service Levels:** BlackBerry's service level objectives are available upon request or in the Customer's MyAccount portal. .  
\*\*Please note that service levels may vary depending on whether Customer has purchased **Blackberry Guard Advanced™** or standard **BlackBerry Guard™**.

**b. Threat Hunting within Customer Environment (“Threat Hunting Services”).**

- Ongoing collection of artifacts and information within Customer's environment in order to facilitate hunting of potential security threats not otherwise identified.
- BlackBerry will inform Customer of findings should a security threat be identified.
- BlackBerry will communicate with Customer via telephone, email, or BlackBerry Guard Software platform.

**c. Additional Reporting Services (BlackBerry Guard Advanced only)**

- **Monthly Prevention Summary Reports:** BlackBerry will provide as a Deliverable a monthly report covering a high-level summary of the prevention status and information pertaining to the previous month's security incidents.
- **Quarterly Executive Reports:** BlackBerry will provide as a Deliverable a quarterly report covering a high-level summary of the key metrics pertaining to the quarter.

**BLACKBERRY SOFTWARE: ACCES AND USE OF BLACKBERRY SOFTWARE; LICENSE TERMS**

As part of the BlackBerry Guard Solution, Customer will have rights to access and use the BlackBerry Guard Software platform and the managed BlackBerry Software which is licensed and identified in the Order. For clarity, and as outlined in the Agreement, all use of BlackBerry Software shall be subject to the terms of the BlackBerry Solution License Agreement (“BBSLA”) found at [www.blackberry.com/legal](http://www.blackberry.com/legal). Customer represents that it has reviewed the BBSLA and agrees that use of the BlackBerry Software is subject to the terms of the BBSLA.

**DURATION**

Access to the BlackBerry Guard Software platform and the BlackBerry Services described herein shall continue for the license term of the BlackBerry Guard Solution specified in the relevant Order.

**LIMITATIONS AND EXCLUSIONS RELEVANT TO DELIVERY AND USE OF BLACKBERRY SOLUTION (INCLUDING SERVICES OUTLINED HEREIN)**

- BlackBerry is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities.
- Timelines agreed by BlackBerry are best estimates only and may be subject to reasonable change.
- Should Customer deploy additional endpoints to be managed by the BlackBerry Guard after BlackBerry has completed its initial configuration Services, Customer shall be required to purchase additional BlackBerry Services to configure the additional endpoints.
- BlackBerry's incident response Services, including any BlackBerry Services requiring any tools other than the managed BlackBerry Software, physical containment, memory forensics, data exfiltration analysis, network forensics or any other BlackBerry Services which are not explicitly specified herein, are not included as part of the BlackBerry Guard Solution.

- BlackBerry shall not be liable for any deficiency or failure in performing the BlackBerry Guard Services described herein if such deficiency or failure results from Customer's failure to comply with its obligations and responsibilities under this Program Description, the Agreement or the BBSLA, or to provide the access to personnel, systems or information required for BlackBerry to perform BlackBerry Guard Services. If Customer continues to fail to perform its obligations after **three (3)** written notifications from BlackBerry, BlackBerry may be relieved of its obligations hereunder with respect to those Services that cannot be performed as a result of such Customer failure .
- BlackBerry Guard services only cover the configuration and management of managed BlackBerry Software identified in the relevant Order. Additional offerings may be purchased as add-ons, including additional consulting work not contained in this Program Description.

## CUSTOMER RESPONSIBILITIES

In addition to any responsibilities outlined in the Agreement, Customer agrees to the following specific obligations and responsibilities:

- Customer shall provide at least one Customer employee with substantial computer systems and network and project management experience to act as a liaison between Customer and BlackBerry for the duration of the Services(**"Point of Contact"**).
- Customer shall ensure that any requisite disclosures, consents, or approvals for the monitoring of Customer endpoints shall be obtained in advance of any implementation or deployment of such endpoints.
- Customer shall be responsible for network availability of Customer systems at all times. Customer understands that lack of network readiness or access to specific files or other data may mean BlackBerry is unable to deliver the Services described herein or may otherwise affect the accuracy of the results of BlackBerry Solutions and/or BlackBerry service levels.
- The Customer is responsible for responding to escalated alerts and comments in a reasonable timeframe to resolve open alerts and create playbooks or filters to remove future false positives. A "reasonable timeframe" depends on the severity of the particular issue; but, regardless of the severity, in no event shall be longer than three (3) working days from when an alert is escalated to the Customer.
- Customer is solely responsible for ensuring the following environmental failures do not negatively impact the BlackBerry Guard Solution:
  - Service interruptions, deficiencies, degradations or delays due to any Customer supplied Internet or private access ,whether provided by Customer or third parties engaged by Customer, or equipment, when provided by Customer or third parties engaged by Customer.
  - Failure or deficient performance of Customer-supplied power, equipment, services, or systems not provided by BlackBerry ("Service Dependencies").
  - Customer's failure to allow Blackberry to test and/or repair components of the BlackBerry Software as recommended by BlackBerry.
  - Customer's failure to adhere to BlackBerry recommended configurations on managed or unmanaged devices that affects the BlackBerry Solution.
  - Any interruptions, deficiencies, degradations, or delays during a period when a Service Dependency is not available, including because of maintenance, replacement, or rearrangement.
  - Failure to provide a suitable secure environment for on-premise or hybrid devices, including, but not limited to, secure mounting/racking, appropriate cooling and air handling, premises secure from theft, loose wires bundled neatly, etc.
  - Service Dependencies that significantly impact event volumes. This applies to any assets which may affect the generation of and/or transmission capability of logs, and events or other activity which is monitored by BlackBerry for security alerts.
- Customer is responsible for providing BlackBerry advanced notice regarding any network or server changes or outages that may affect the BlackBerry Guard environment. In the event advanced notice cannot be provided, Customer is required to provide BlackBerry with notification of changes within seven calendar days of such network or system changes. This applies to any assets which may affect the generation of and/or transmission capability of logs, and events or other activity which is monitored by BlackBerry for security incidents. Unless otherwise specified, notification is completed by the submission or

update of an inquiry ticket through the BlackBerry support portal for changes that will be implemented by Customer. For changes that must be implemented by BlackBerry, Customer must submit a policy change request ticket.

- Customer shall ensure all endpoints deployed within its environment will be accessible via network connectivity.

For clarity and notwithstanding anything else required of BlackBerry herein, if Customer fails or delays in its performance of any of the foregoing, and such failure or delay materially impedes BlackBerry's ability to perform its obligations hereunder, BlackBerry shall not be held responsible for any failure or delay in its performance resulting from the same.

BlackBerry Services offers additional consulting and educational offerings. To learn more about these offerings, please go to:  
<https://www.blackberry.com/ca/en/services/blackberry-enterprise-consulting> and  
<https://www.blackberry.com/ca/en/services/blackberry-cybersecurity-consulting/overview>